



### **Terms and conditions of business**

Thank you for entrusting the care of your animal to Hall Court Veterinary Group. This letter details our Practice terms and conditions. Some aspects of the terms may not be relevant to you and we request that you ask for further explanation if required.

Surgery times at Handsworth Mon – Fri 10.30am-11am, 2.30pm – 3.30pm,  
5.30pm – 6.30pm  
Sat 9am – 10.45am

Contact number (01909)562319 Fax (01909)562530 Website [www.hallvets.co.uk](http://www.hallvets.co.uk)

**Please note our surgeries are not appointment so you can come to any surgery and you will be seen. If we have emergencies, you may have to wait, and we apologize for this. If your pet is acutely ill, (e.g. a road accident), your pet will be treated as an emergency.**

### Fees

All fees, diets and drugs are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Details of our fees are available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

### Methods of payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle your account using: -

- **CASH**
- **CHEQUE with current Bankers card**
- **CREDIT/DEBIT CARD-Switch, Solo, Mastercard, Visa**
- **BANK TRANSFER**

### Estimates of treatment costs

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate-often a pet's illness will not follow a conventional course

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Any account not settled at the end of the month the fee was incurred will be sent a reminder with an additional surcharge in respect of administrative costs incurred. Further reminders will incur further surcharges. Surcharges may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to a Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our Bank, any credit card payment not

honored, and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges together with administrative costs together with interest on the original sum.

#### Complaints and standards

We hope that you never feel the need to recourse to complain about the standards of service received from Hall Court Veterinary Group. However, if you feel that there is something you wish to complain about please speak to any member of staff or direct your comments to Ms. S Peat.

#### Ownership of records and X-rays

Case records and similar documents are the property of and shall be retained by Hall Court Veterinary Group. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case. The care given to your animal may involve specific investigations such as X-rays or ultrasound scans. We charge for carrying out these investigations and interpreting the results but the ownership of the resulting record – for example an x-ray film –remains with the practice.

#### Out of hours cover

Out of normal surgery hours if you have an emergency ring the normal surgery number (01909)562319 and you will be given the number of the on-call vet. Our emergency service is run from the Dinnington surgery by our own vets. Please only call them out in case of emergency. The charge for an out of hours consultation at the surgery is from £130 including vat (correct 1<sup>st</sup> April 2021–this may be subject to increase)

#### In patient care

Hospitalized animals are cared for throughout the day by the nurses and veterinary surgeons on duty. No one is resident at the surgery overnight, but the veterinary surgeon on call has the responsibility of caring for any inmates and will check them at the end of evening surgery and at least once during the night or more frequently as necessary for their condition.

#### Prescriptions are available from this practice.

- You may obtain Prescription Only Medicines, Category V, (POM Vs) from our veterinary surgery OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy.
- There is a charge of £8.40 including VAT for issuing this prescription.
- Our veterinary surgeon may prescribe POM Vs only for animals under his or her care.
- A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary
- You will be informed, on request, of the price of any medicine that may be prescribed for your animal.
- The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 3 months (every 6 months for flea and worming preparations), but this may vary with individual circumstances.
- The standard charge for a re-examination for a repeat is £ 31.84 including vat (correct 1<sup>st</sup> April 2021 –this may be subject to increase)

No addition or variation of these terms will bind the practice unless it is specifically agreed in writing and signed by the practice principal. No agent or person employed by, or under contract with the practice has the authority to alter or vary these conditions in any way.

1/4/2021