

# ROSEMULLION VETERINARY PRACTICE LIMITED

## TERMS AND CONDITIONS

Thank you for entrusting the care and attention of your pet to Rosemullion Veterinary Practice (RVP). Please ask if you require further explanation on any point contained in our terms and conditions of business

### Supply of Services and Goods

- RVP provides veterinary services and goods for which a fee is charged and is subject to VAT.
- Once an owner has requested the opinion of the professional staff a fee may be charged.
- RVP hold consent to treatment as informed and authorised if the owner signs the RVP consent form.
- The person signing the consent form is ultimately liable for the payment of the bill.
- The owner can expect a detailed fee note or invoice for all consultations and procedures.
- Payment for all services and goods is STRICTLY AT THE TIME.

### Repeat Prescriptions and Estimates

The Veterinary Medicines Regulations 2005 make it illegal for a veterinary surgeon to prescribe a POM-V medicine without first carrying out a detailed assessment of the animal. It is also illegal for the surgeon to prescribe more than the minimum amount required.

- A written prescription will be valid for a maximum of 3 months unless otherwise specified.
- RVP will require reassessing the animal a minimum of every 6 months (this could be less depending on treatment or condition).
- RVP require 24 hour notice of any repeat prescription.
- Written Prescriptions for dispensing by a third Party are available upon request – A fee of £12.50 will be charged for this service – this fee covers the surgeon's time to check records and confirm medication is appropriate.
- Written prescriptions also require 24 hours notice.
- Written estimates of costs can be provided – Bear in mind RVP provide estimates and not fixed quotations. Estimates are approximate because surgical procedures and/or a pet's illness may not follow a predictable course.

### Payment Terms

- **Payment for services and goods is expected at the time of provision.**
- If a bill is unpaid after 14 days a reminder will be sent with an additional accounting fee attached.
- If further reminders are sent – further charges will be incurred.
- After due notice a debt collection agency will be engaged, if this happens you should expect the following:-
  - ❖ Increases costs in relation to the agency
  - ❖ Potential court costs
  - ❖ Potential solicitors costs
  - ❖ Potential CCJ
- This practice will no longer treat your animals.
- If you are unable to settle your account at the time – Please ask to see a director or the practice manager.

### Other Terms

- RVP has a zero tolerance policy in respect of aggressive or abusive behaviour to our staff or other clients. Any such behaviour will automatically result in the removal of you from our client list and possible police action.
- We hope you will never have reason to complain about the standards of service you receive from us but if you feel there is something you wish to complain or raise our awareness of, please write to the senior director or the practice manager.

***For a full copy of our terms and conditions of business please feel free to ask at reception we will be happy to supply you with a copy.***