

Grove Lodge Terms & Conditions of Business

Thank you for entrusting the care of your pet to Grove Lodge Veterinary Group Ltd. Our Terms and Conditions are set out below. By accepting these conditions you confirm that you are over 18 years of age.

Fees

All fees charged by the Practice are inclusive of VAT. Fee levels are determined by the time and skill involved in treating a case, and depending on the medicines, materials, consumables and diets prescribed during treatment. We will provide any fee upon request. You are liable for any fees incurred in the diagnosis and treatment of your pet, even if your pet is brought to us on your behalf by a relative, friend or agent.

Estimate of Treatment Costs

We are happy to provide a printed estimate as to the probable cost of a course of treatment. **Please bear in mind, that any estimate can only be approximate**, as the treatment required for a pet's illness can vary between individual cases. We will make every effort to contact you on the telephone numbers you provide, and notify you of any increase to the original estimated cost, should this arise, but if we are unable to contact you we will treat your pet as is necessary to prevent pain and suffering.

Methods of Payment

All accounts are due for settlement after each consultation, upon discharge of your pet, or following purchase of food, or medicines. We accept payment by cash, credit card (all current credit cards excluding American Express), or cheque, if accompanied by a guarantee card, as long as the balance is within the limits of the guarantee. We will accept in some cases, relevant vouchers subject to their validity.

Settlement Terms

On the rare occasion that an account has not been settled, a reminder will be sent. If the account remains unsettled, late payment fees will be added of between £5-£15. Any account remaining unpaid will be referred to a debt collection agency, which will incur further charges levied by the cost of recovering the debt. Any cheque returned by our bank as unpaid will incur bank charges, as will any credit card payment which is not honoured, or any cash payment received which is found to be counterfeit. The account will be returned to its original sum together with the administration charges incurred and any interest accrued on the original sum. You will be kept informed of any increase to your account, whilst your pet is an inpatient, in order for you to ensure funds are available for settlement of the account at the time of discharge, or upon completion of treatment. Any difficulty in settling an account must be discussed with the veterinary surgeon in charge of your pet's case, or our account manager, as soon as possible, preferably prior to, in the case of any planned surgical procedure.

Complaints and Standards

Grove Lodge is an Investor in People Practice and is accredited by the RCVS. We strive to provide you and your pet with an excellent standard of service and care, but appreciate that things can go wrong, and there may be times when you feel your expectations have not been met. We hope that you give us the chance to put things right, and that any problems can be rectified promptly and to your satisfaction at the time they arise. If you feel the problem cannot be resolved and you would like to make a formal complaint, we ask you to let us know in writing within 6 months. Please address it to our Client Services Co-ordinator, who will send you an acknowledgement letter, and an estimation of investigation and response time. Further details regarding complaints are available by contacting the Practice.

Ownership of Records

Case records, including radiographs and laboratory investigations remain the property of Grove Lodge, and will be retained by the company, despite a charge being made to the client, for these investigations to be undertaken, and the results to be interpreted. Copies and a printed history will be passed to another veterinary surgeon taking over the case upon request.

Out of Hours Policy

We provide 24 hour emergency cover. Should you require emergency veterinary care for your pet outside of our normal opening hours, please call **01903 234866**, and follow the instructions on our automated out of hours telephone system, to arrange for your pet to be seen by an on-call vet or nurse, or to receive veterinary advice. Please note any treatment given to your pet outside of our normal surgery hours will incur an increased fee.

Prescription Policy

Prescriptions are available from this Practice. We can provide Prescription Only Medicines, category V (POM Vs) from your veterinary surgeon, or obtain a written prescription to obtain these from another veterinary practice or pharmacy. The veterinary surgeon is only allowed to prescribe POM Vs to animals registered in his or her care. It is not always necessary to provide a prescription for medication used whilst your pet is an inpatient, or if, urgent, medical treatment is required. We can provide, on request, the cost of any prescribed medication required by your pet. It is the policy of the Practice that any animal on long-term medication should receive an assessment every 6 months, to ensure continued well being. The cost of this assessment will be that of a current standard consultation fee, in addition to any medication prescribed after examination. From 31/10/2008, we reserve the right to charge for prescriptions.

Responsible Pet Ownership and Pet Health Insurance

Grove Lodge Vets encourage responsible pet ownership and the benefits of preventative health care, including regular vaccinations, appropriate interval worming for cats and dogs, and regular flea control for cats, dogs and rabbits. We also advise that in addition to pet tag identification in accordance with the law, all pets should be identifiable by a microchip. Unless your pet is intended for breeding purposes, our vets would advocate neutering to prevent unwanted litters, and health problems which can occur later in your pet's life. Grove Lodge recommends you insure your pet against accident or illness, including third party cover. Many companies can tailor a policy to suit your pet's needs. Please be aware it is your responsibility to settle our account and then reclaim the fees from your insurance company. Changes to FSA guidelines, alters the way insurance claims are dealt with and prevents us handling the claim on your behalf as a third party. The veterinary surgeon will complete the appropriate section of the insurance claim form for a minimal administration charge, which is required prior to completion.

General

Grove Lodge will contact you by letter, phone, text or email to advise you of the progress of inpatients, reminders for any preventative health aspects due for your pet, outstanding accounts, current Practice promotions etc. If you have a preference to how we contact you, please let us know. We will make every effort to contact you with regard to vaccination reminders, but cannot accept responsibility for lapsed vaccinations.

The Practice will not be bound by any variation or changes to these terms and conditions, unless they have been specifically agreed in writing, and signed for, by one or both company directors. No person employed by, or under contract with the Practice, has any authority to agree alternative conditions in any way.

