

# SUMMERLEAZE

Summerleaze Vets Ltd.  
Summerleaze Farm  
Axminster, Devon  
EX13 7RA

T 01297 304007



## TERMS AND CONDITIONS OF BUSINESS

Thank you for choosing Summerleaze Vets LTD, We promise to take all reasonable care in using our professional skills to treat your animal or herd and to keep our veterinary skills up to date.

### **Office hours**

We are open from 8am to 5pm Monday to Friday, Saturday morning 8.30-1pm. Non-emergency work is carried out on yards during normal working hours 8.30-6.30 Monday-Friday, with the farms Vets working hours being 8am-5pm Monday-Friday. Please help us provide you with the veterinary surgeon and appointment you would prefer by giving us plenty of notice for non-urgent work.

### **Emergency Service**

We provide an emergency service, which is available outside normal working hours 24 hours a day, 365 days a year. Services provided outside of office hours incur an additional charge.

### **Confidentiality**

The Veterinary Surgeon and client relationship is founded on trust and we will not disclose to any third party information about a client or animal without either expressed or implied permission.

### **Fees**

Professional fee levels are determined by the time spent on a case and according to the drugs, resources, materials and consumables used, all are subject to VAT at current rate. You will remain personally responsible for payment of your bills even if you have a right of contribution or repayment from a third party.

### **Estimate of treatment costs**

We would encourage you to discuss costs of procedures in advance of treatment with our Vets. They are used to doing this and are happy to provide estimates at any time.

### **Cancellation**

We reserve the right to charge a cancellation fee for any appointment cancelled less than 24 hours prior to the visit

### **Payment**

We accept payment by credit card, cheque, bank transfer and cash

Cheques should be made payable to Summerleaze Vets LTD

Payments may be made by credit or debit card in person or by calling the office on 01297 304007

By bank transfer: Please quote invoice number.

Our bank details will be found on your Summerleaze Vets invoice

Directors: Jenny Clayton BVetMED, MRCVS, Stuart Altoft BVetMed, CertAVP(ED) GPCert(EP) BAEDT MRCVS

[www.summerleaze-vets.co.uk](http://www.summerleaze-vets.co.uk)

Invoices for visits on existing accounts are payable in full within 28 days of the invoice date. New clients are required to pay for their first visit at the time of the visit and an account will then be opened. Proof of address and photographic identification will be required for opening new accounts. Invoices for surgery, investigations and treatment carried out by Summerleaze Vets LTD should be paid for at the time of the consultation or on collection of the patient. Drugs and products collected from Summerleaze should also be paid for on collection. Certain procedures may require payment in advance, such as Pre-Purchase examinations, large surgical procedures and specialist medicines.

**Late payment.** Our terms relating to payments of amounts invoiced are strictly 28 days. We reserve the right to charge a late payment administration charge as well as interest at a rate of 1% per month.

**Non payment.** We reserve the right to pursue unpaid fees. Civil proceedings may be issued or the matter handed over to a debt collection agency. Any cost incurred will be added to the debt and interest added under The County Courts Act 1984 or subsequent legislation. We reserve the right to ask for cash payments or refuse to carry out further work if payment is not made in accordance with these terms of business.

**Returned cheques.** For every returned cheque we will pass on our bank charges for the represented cheque.

#### **Inability to pay**

If for any reason you are unable to settle your account as specified we ask you to discuss the matter as soon as possible with a Director or Practice Manager.

#### **Livery Yards/Stables**

Our policy is to invoice the horse's owner directly. Please ensure you have made suitable arrangements with the livery yard owner that gives them permission to call the Vet on your behalf and authorise treatment for your horse.

#### **Equine Insurance**

Summerleaze Vets LTD strongly supports the principle of insuring your horse against illness or accidents. Under FSA regulations we are not able to recommend a particular policy. We are happy to complete insurance claims forms free of charge but it is your responsibility to settle our account and reclaim fees from your insurance company.

#### **Prescriptions**

We are happy to provide you with a prescription for animals under our care however there is a charge for this service. Our policy is to re-assess the animal or farm every 6 months for which there is a charge unless the examination is carried out whilst attending a routine visit. Under current pharmaceutical legislation we are unable to accept the return of medicines.

**Horse Passports.** Section 9 of the horse passport – you Must sign the declaration to state if/if not the horse is intended for human consumption.

#### **Reminders for Equine Clients**

As an additional service to our clients we endeavour to send reminders for vaccinations and dental checks. However it remains the owner's responsibility to ensure their horse's vaccinations are up to date.

#### **Use of your details**

Summerleaze Vets Ltd is registered under the Data Protection Act. Your details will not be passed onto any third party. However, we may from time to time contact you by email, text or post with details of services and events we provide which may be of relevance to you. If you do not want to receive any mailing, please let us know.

#### **Ownership of Records**

Case records including radiographs and similar documents are the property of, and will be retained by, Summerleaze Vets Ltd. Copies with a summary of the history will be passed on by request to another Veterinary Surgeon taking over the case. Ownership of radiographs, ultrasound scans and similar data will remain with the practice. Any fee which has been paid will be for the preparation of these images and their interpretation.

### **Second opinions and Referrals**

If you would like a second opinion on your pet's care, please do not be embarrassed to ask our Vets. They will be able to arrange for you to see a Vet with the necessary experience and expertise.

### **Complaints and Standards**

We hope that you never have recourse to complain about the standard of service received by Summerleaze Vets Ltd. However, if there is something which you are not happy about, we would encourage you to let us know, so that we can take appropriate action. Please contact the Practice Manager in the first instance. We will reply to all instances promptly.

### **Abusive Behaviour**

Any aggression or abuse directed towards our staff will not be tolerated and will result in the client being asked to find another vet.

### **Variation in Terms of Trading**

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Directors or Practice Manager.