

Terms & Conditions of Service

1. Terms of business

1.1: As a an independently run veterinary practice we strive to provide the highest level of patient and client care from every member of our team. By accepting our services and purchasing goods from our establishment, Green Veterinary Practice Ltd, you, the client, agree to the terms and conditions set out below.

2. Operating hours

2.1: We provide a 24/7 emergency service alongside standard operating hours for routine calls.

2.2: Office opening hours are Monday to Friday, 8.30am to 6pm; Saturday 9am to 12 midday; closed Sundays.

2.3: Routine veterinary treatment hours are 10am - 4pm Monday to Friday. Out-of-hours cover is available outside of these hours for emergencies.

2.3: 24/7 emergency care is offered through our out-of-hours service, staffed by our practice vets and is available 365 days a year. We reserve the right to outsource this emergency cover to a third party if so needed.

2. Fees

2.1: All fees are subject to VAT at the current rate and are determined by the time spent on the case and according to the medicines and materials used. A visit fee is charged unless the visit qualifies for a free visit (yard visit). A detailed invoice is provided for every consultation, procedure or transaction. Details of our fees and written estimates are available on request. Written estimates are valid for one month. Please

bear in mind that any estimate can only be approximate as the progress of any illness or condition is not certain. We will always try to keep you informed of costs as they arise.

3. Invoicing period

3.1: We aim to generate invoices within 24-48 hours of the date the veterinary treatment is given. However, we reserve the right to delay this during busy periods.

3.2: We endeavour to send invoices out via post within 48 hours of the invoice being generated, however we reserve the right to delay this period due to bank holidays and public holidays.

3.3: Invoices can be sent out via email immediately on the day of the visit, if requested. This must be done by contacting the equine reception team.

4. Payment methods

4.1: Invoices can be paid in any of the following ways; by cash, by card, by bank transfer, by cheque.

4.2: Cash can be paid to our treating vets at the time of the visit or can be paid to our reception team during our opening times.

4.3: Credit/debit card payments can be made over the phone with our reception staff by calling 0114 264 5454.

4.4: BACS payments can be made out to (Green Vets / Lloyds Bank / account number 46751568 / sort code 30-97-44) with the your client reference number and surname as the payment reference.

4.5: Cheque payments can be made out to Green Veterinary Practice Ltd your client reference number and surname as the payment reference.

5. Payment terms

5.1: Payment is due within 7 days of the invoice date.

5.2: Invoices that have not been paid after 30 days of the invoice date

will be made clear to the client, via communication (phonemail or email) from our office staff. At this time, payment is expected in full for the related invoice.

5.3: Invoices unpaid for over 30 days are subject to an additional £20 administration fee as well as interest at a rate of 2.5% per month for each additional month that the invoice goes unpaid. We reserve the right to waive these fees if prompt and clear communication is made regarding lateness of a payment or extenuating circumstances occur in the clients' situation.

5.4: Green Veterinary Practice Ltd reserves the right to pass unpaid accounts to debt collectors/solicitors for recovery/legal action to whom we may assign the debt, and all rights, without restriction. If we have to pass your account to debt collector an additional fee of £50 will be applied. We will also require you to pay our expenses and legal costs incurred in taking steps to obtain payment on an indemnity basis. This will include costs for returned cheques, correspondence and legal notices, finding you if you have changed your address without notice, as well as third party costs incurred in the collection of unpaid accounts.

5.5: If you find yourself unable to pay an invoice, please discuss the matter as soon as possible with the reception team. Instalment payments or part payments can only be exclusively sanctioned by the practice owner.

6. New clients

6.1: It is practice policy to require all new clients to pay upfront for the first visit, for any and all treatment given, without exception.

6.2: When newly registered clients are making an appointment to book, it is recommended to have card details to hand to be able to make payment at this time. Alternatively, cash payment given to the treatment vet is also acceptable.

6.3: In the event that a card payment is taken prior to a first visit and the treatment totals less than the payment taken, the difference will be

refunded back to your bank account upon request. Alternatively, the difference can be left on your account as credit.

7. Client contact details

7.1: It is the responsibility of the client to keep us up to date and we request that you notify us of any change of patient or client address immediately.

8. Equine insurance

8.1: Insuring your horse/donkey is a great way to avoid unexpected large bills and to ensure the very best treatment is available as an option should you need it. It is standard practice that we allow direct claims from insurance companies to cover the cost of your veterinary treatment; however, in some circumstances we may insist on the client covering the costs of treatment and claiming the costs back directly from the insurance company. This decision is made on a case by case basis.

8.2: Clients must be aware that it is the client's full responsibility to cover all costs of treatments should the insurance company deny the claim outcome.

8.3: Furthermore, it is the client's responsibility to notify the insurance company of choice if a claim is to be made and without hesitation deliver the relevant insurance documents (whether in person or via email/post) to our equine reception team or one of our equine vets.

8.4: At present, we do not charge an insurance administration fee however we do reserve the right at any time to introduce this fee. If this fee is introduced, clients will be notified beforehand.

9. Vaccination reminders

9.1: We run a courtesy service to help remind clients when their horse/donkey's vaccination is due. We do not accept any blame or responsibility for any missed vaccinations or costs incurred with re-

starting vaccination courses.

9.2: Our courtesy service operates only for annual boosters. This means clients wishing to compete under 6-monthly vaccination rules will not receive reminders for 6 monthly boosters.

10. Horse passports

10.1: It is a legal requirement that your horse's passport is kept with your horse at all times and should be made available to the vet at a visit. The section IX declaration (numbered differently in some passports) stating whether the horse is/is not intended for human consumption must be completed. The horse must be signed out of the food chain if it has ever had certain medications such as bute/danilon.

10.2: Unless there is a severe emergency, we reserve the right for our equine vets to refuse treatment of an equid if the passport is requested but not presented.

10.3: We do not accept any responsibility for loss/damage of a passport that is left within our premises.

11. Unlicensed medications

11.1: We commonly use unlicensed veterinary medicines when there is no suitable licensed medication available.

11.2: Unlicensed medicines have not passed regulatory assessments for safety, quality and efficacy for the particular use proposed, its use is justified (both clinically and legally) under the veterinary medicines prescribing cascade. There may be unknown side effects associated with the use of such medicines. More information on the prescribing cascade is available on request.

12. Complaints and standards

12.1: We hope you should never need to discuss such matters with us, but if the situation arises such that you feel this is necessary, please contact reception in the first instance to discuss your complaint. We

endeavour to listen, record and respond to your complaint in the best of our capability within no more than 7 days.

12.2: Abuse and aggression shown towards our reception or veterinary team is wholly unacceptable and will result in an immediate cease of services for the client and related animals.

13. Ownership of clinical records, radiographs and similar

13.1: Case records, images and similar documents are the property of and will be retained by Green Veterinary Practice Ltd as part of the clinical record of your equine. Should copies of any clinical records be requested, this can be organised through contact with our reception team.

13.2: At present, we do not charge an administration fee for acquiring clinical records, but we reserve the right introduce an administration fee.

14. Prescriptions

14.1: All clients have a right to ask for a prescription. You can obtain Prescription Only Medicines, Category V, (POMV's) from our vets or you can request a prescription to obtain these medicines from another veterinary surgeon or pharmacy. Green Veterinary Practice Ltd can only provide prescriptions for equines under our care which have had a clinical examination by one of our veterinary surgeons. Repeat prescription can only be supplied if the animal has been seen in the last 6 months. A prescription is not appropriate if your horse requires immediate medical treatment.

15. General data protection regulations (GDPR)

15.1: GDPR applies to professional and client records. Your personal data records will be kept confidential to Green Veterinary Practice Ltd. We may use your personal data to contact you for marketing purposes if we feel it would be in your interest and you have given consent.

15.2: Occasionally we use photos taken by our vets for social media

posts. In these situations, we will always ask for verbal permission before posting these photos. If you would prefer for your animal's name to be kept anonymous, make this known to our vets/reception team.

16. Termination of services

16.1: Green Veterinary Practice Ltd reserves the right to close your account promptly and cease providing treatment for your equids. We endeavour to never do this without due cause and always with prior notice given to the account holder, with enough time to feasibly register with another veterinary practice to continue care of the equids owned by the account holder.

16.2: Due cause is loosely defined by Green Veterinary Practice Ltd (but is not limited to) as consistent and substantial debt owed to the practice without prompt communication of reasons for not settling the account's bill or due to severe lack of communication with the practice staff. Rude, aggressive or threatening behaviour towards our staff is also considered cause for termination of services if prompt acknowledgement and apology is not received.

16.3: Termination of services will be served in written communications posted and/or emailed to the client's registered contact details, with a notice period of approximately 7 days before services are terminated.

17. Liability

17.1: You agree that you will not bring any claim arising out of or in connection with our services or goods provided against any individual member or consultant of Green Veterinary Practice Ltd in their personal capacity.

Any duty of care which would otherwise, as a matter of law, be owed to you by any of our partners or consultants is excluded from our contract with you. However this does not alter or reduce any liability which Green Veterinary Practice Ltd may have to you. The limitation and exclusions of liability shall not apply to any liability for death or

personal injury caused by our negligence or to any other liability which cannot lawfully be excluded or limited.

18. Instructions

18.1: Instructions given to our practice staff **MUST** come from the legal owner of the horse at the time unless agreed otherwise verbally or in writing.

18.2: Any decisions made regarding treatment of an equid that are non-urgent must come directly from the owner of the horse. We will not always directly request owner presence at time of treatment, however we may request permission to treat the horse in your absence. If the legal owner is not contactable at the time of vet arrival for non-urgent matters, we reserve the right to deny treatment at this time. If this occurs, we also reserve the right to charge the owner for a visit and 50% of the planned procedure.

18.3: In urgent situations, our vets reserve the right to make decisions on behalf of the equid if delaying such decision would cause undue pain and suffering to the animal.

19. Disclaimer

19.1: No addition or variation of these conditions will bind Green Veterinary Practice Ltd unless it is specifically agreed in writing and signed by the practice owner. No agent or person employed by, or under contract with, Green Veterinary Practice Ltd has the authority to alter or vary these conditions in anyway.