

Our standard terms of business.

Thank you for using the services of Gatehouse Vets. We aim to provide you with the highest possible standards of service. This document aims to explain our terms of business in plain English.

Fees

A detailed printed invoice is available for all fees incurred. **VAT** The practice is registered for VAT which is charged at the current rate on all fees , medicines, consumables and diets.

Methods of Payment

Fees are due for payment at the time of each consultation (even though further consults may prove necessary), when a patient is discharged from hospital after an inpatient procedure, or when medicines, diets or supplies are collected. We accept payment in cash, by cheque or by Visa, Visa Electron, Switch, Maestro, Solo and Mastercard credit or debit cards.

Estimates of costs of treatment

We are happy to provide a printed estimate of the likely cost of a particular treatment, but please be aware that the final bill may vary because more or less treatment was required, complications that may occur or because the full extent of treatment required is not apparent until treatment was started.

Settlement terms

If all the fees are not to hand when payment would normally be made we will send you an invoice. Invoices are due for payment within 7 days. Where further reminders have to be sent we may add charges to cover the costs of administration. If accounts remain unpaid they will be referred to the County Courts. **Please note** if your account is referred to the County Courts this is likely to incur additional charges and if found in our favour you will be liable for these charges also. In addition, if a judgement is made against you it may adversely affect your credit rating which may in turn affect the ease with which you can obtain loans and other credit agreements. Any cheque returned by our bank as unpaid, any card payments not honoured and any cash paid which turns out to be counterfeit will result in the original balance of the account being restored and any bank or administration charges added.

Settlement Terms and Pet Health Insurance

If you have a valid pet health insurance policy in force for your pet then if requested we may agree to endeavour to recover our fees directly from your insurer. Any excesses and items not covered by insurance are due for payment at the time of treatment. You remain responsible for debt until paid by your insurer. If your insurer does not pay for any reason then you are responsible for the full debt and our normal conditions for uninsured animals apply.

Pet Health Insurance claim forms

As soon as treatment for an insured pet commences we ask you to provide us with a claim form from your insurers. For some companies, such as Pet Plan we usually have supply of claim forms. Our standard charge for completing a claim form is £17.50, however this fee is normally included in your claim and as such does not represent any additional cost to yourself.

Inability to Pay

If for any reason you are unable to settle your account in full at the normal time we ask you to discuss the matter as soon as possible with one of our staff. Please note that part payment or payment in instalments may only be sanctioned by specified staff members, and must be agreed in writing.

Pet Health Insurance

Gatehouse Veterinary Centre strongly support the principle of insuring your pet against unexpected illness or injury. We are approved by the Financial Services authority to act as an intermediary for Pet Plan Ltd. We do not receive commissions from Pet Plan and recognise that there are numerous other providers of insurance. Our staff have been trained only in respect of Pet Plan policies.

Complaints and Standards

We hope you will never have cause to complain about the standard of service you receive from Gatehouse Veterinary Centre, however should you have a complaint it should be directed, in writing, to one of the partners in the first instance. All complaints are carefully investigated.

Ownership of Records

Case records including notes, radiographs, photographs, laboratory results, ECGs and ultrasound scans are the property of and will be retained by Gatehouse Veterinary Centre. Copies of the notes together with results of any tests or investigations will be given on request to a veterinary surgeon who is taking over a case.

Ownership of radiographs and similar images and recordings

The care given to your animal may involve the production of a variety of recordings and images. Even though we make a charge for carrying out these investigations and interpreting the results, ownership of the resulting image or record remains with the practice. No addition or variation of these conditions will bind the practice unless agreed by one of the partners in writing and signed. No agent or person employed by, or under contract with the practice has the authority to alter or vary these conditions in any way.

Return of un-used medications

Any un-used medication should be returned to the surgery for safe disposal (there will no charge for disposal of any items originally dispensed by ourselves).