



STATION HOUSE VETS

## TERMS & CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your animal to Station House Vets. The team here aims to give you and your animals the best possible service.

This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

### FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Written estimates are available on request.

You will receive a detailed invoice for every consultation, surgical procedure or transaction with us. If you have any queries relating to the invoice please raise it with us within 14 days of the date on the bill.

### METHODS OF PAYMENT

Accounts for all new clients are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. Clients may settle their accounts in person with cash or cheque (with current Banker Card); by phone with accepted credit/debit card or remotedly by BACS or through our website.

Our bank account details are as follows:

Account Name: Station House Vets

Sort Code: 16-34-80

Account No. 10170911

Please refer to website for further details:

[www.accounts.stationhousevets.com](http://www.accounts.stationhousevets.com)

### ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often an animal's illness will not follow a conventional course

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Any account for an established client not settled within 14 days may incur additional administrative costs as reminders need to be sent out. Should it be necessary for further reminders to be sent, further charges will be incurred. These however, may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. This may raise the original veterinary fees by over 25%. Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

### 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 member of staff. Please note that instalments or part-payments of any account may ONLY be sanctioned with the express permission of the Director of Station House Vets Limited.

### EQUINE & PET HEALTH INSURANCE

Station House Vets strongly supports the principle of insuring your horse or pet against unexpected illness or accidents. You can ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

### OWNERSHIP OF RECORDS

Case records and similar documents are the property of, and shall be retained by Station House Vets. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

### OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS

The care given to your animal may involve specific investigations, for example taking x-rays or ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example an x-ray image, remains the property of the practice.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the Director of Station House Vets Limited. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in anyway.

### COMPLAINTS & STANDARDS

We strive to provide a responsive and excellent service to our clients at all times- but if any of our staff have not lived up to these high standards, please let us know as we will want to put it right:

#### Concerning the treatment of your animal

Please contact the vet concerned in the first instance either by phone (01653 618303) or email individually:

Edmund Collins [edmund@stationhousevets.co.uk](mailto:edmund@stationhousevets.co.uk)

Clare Brash [clare@stationhousevets.co.uk](mailto:clare@stationhousevets.co.uk)

Lucy Nowell [lucy@stationhousevets.co.uk](mailto:lucy@stationhousevets.co.uk)

Catriona Moon [catriona@stationhousevets.co.uk](mailto:catriona@stationhousevets.co.uk)

Nadine Ogden [nadine@stationhousevets.co.uk](mailto:nadine@stationhousevets.co.uk)

If you are not satisfied with that response, you can take it up with Edmund Collins, the Director of Station House Vets.

#### Concerning the treatment of you by our nurses or back up team of office or stable staff

If your concern is about the responsiveness and helpfulness from our backup team, please contact Anne Collins, the Development Manager of Station House Vets by phone 01653 618303 or e-mail: [anne@stationhousevets.co.uk](mailto:anne@stationhousevets.co.uk)

If we are unable to satisfy your concerns at this practice, you can refer us to the regulatory body for the standards of professional conduct for veterinary surgeons – The Royal College of Veterinary Surgeons, who can be contacted on 0207 2020789 or by e-mail: [profcon@rcvs.org.uk](mailto:profcon@rcvs.org.uk)

Station House Vets

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