

Our Terms and Conditions

Thank you for entrusting the care and attention of your pet to Fareham Creek Veterinary Surgery. The following details our Practice Terms and Conditions. Our commitment to you is to provide you with a first class service and your animal with the highest standard of treatment and care.

Fees

All fees, diet 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. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request - see details below.

Methods of payment

Accounts are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets.

Your account may be settled using Cash, Cheque with current Bankers card,

Credit / Debit card - Mastercard or Visa, Solo, Delta or Maestro.

Estimates of treatment costs

We will, upon request, be pleased to provide a written estimate regarding the probable costs of treatment, but please bear in mind that any estimate given can only be approximate as sometimes an animal's treatment will not follow a conventional course.

Settlement terms

Full payment is expected after each consultation or treatment. If for any reason you are unable to meet the full cost at the time of treatment, you must discuss the matter in advance with the vet. Should an account not be settled within 14 days then a statement will be sent which will include accounting charges in respect of administrative costs incurred. If further statements are necessary, then additional charges will be incurred. After due notice to you the clients, overdue accounts will be referred to our Debt Collection Agency and further charges – a minimum of 25% of the outstanding accounts – will be levied in respect of costs incurred in collecting any debt. 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 account being restored to the original sum owed with further charges added in respect of bank charges and administrative costs.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account, please discuss this matter as soon as possible with a member of staff.

Pet health insurance

Fareham Creek strongly recommend the principle of veterinary insurance to protect against the unexpected fees incurred following illness or accident. It will be your responsibility to settle your account with us and then reclaim the fees from your insurance company. We recommend Pet Plan insurance and can provide you with immediate cover for your pet.

Complaints / Compliments / Feedback

We hope that you will never have reason to complain, however if you feel there is something you wish to bring to our attention please contact the Practice Principal, Peter Heather in the first instance or ask for a copy of our complaints procedure. We are always pleased to receive compliments or feedback on the service we provide.

Ownership of records

Case records and similar documents are the property of and will be retained by Fareham Creek Veterinary Surgery. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray, remains the property of the Practice. Upon request copies of records with a summary of the history of your animal will be passed to another Veterinary Surgeon taking over your animal's well-being.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Practice Owner. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.

