

Terms & Conditions & Privacy **Policy**

Thank you for entrusting the care and attention of your animal with The Old Mill Veterinary Practice. We aim to provide the highest standard of care for all animals under our care.

The information below details our terms & condition's.

OPEN HOURS & OUT OF HOURS PROVISION

The Old Mill Veterinary Practice is open during the following hours.

Monday 8.30-5.30; Evening Surgery 19:00 – 20:00

Tuesday 8.30-5.30

Wednesday 8.30-5.30

Thursday 8.30-5.30

Friday 8.30-5.30; Evening Surgery 19:00 - 20:00

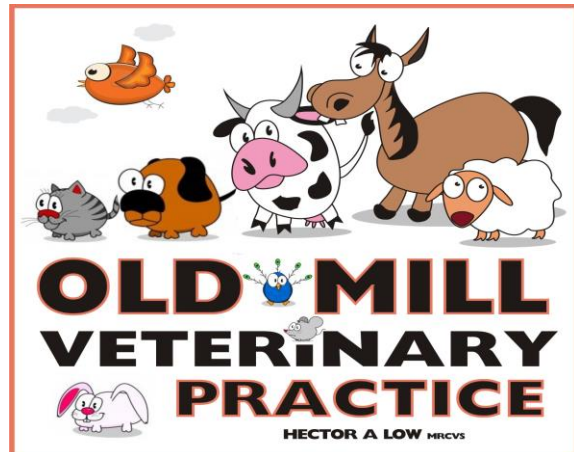
Saturday 10.00 – 16.00 Shop open. Emergency appointments only

Sunday Closed

For out of hour's service – Please call the practice and follow the answerphone instructions for guidance on emergency arrangements during evenings and week-ends.

COSTS

All fees, food, shop sales & drugs are subject to VAT. Fee levels are determined by time spent on a case & according to the drugs, materials, consumables, and diets used. You will receive a detailed invoice or receipt for every consultation, surgical procedure &



transactions with us. No drugs or food will be dispensed without payment.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, even if your animal is insured, the discharge of your pet & upon collection of drugs and shop sales. You may settle the account using cash, or credit/debit card – switch, mastercard, visa or delta.

ESTIMATES OF TREATMENT COSTS

We will endeavour to provide an estimate for the probable costs of a course of treatment, when informed consent is given for veterinary procedures. Any estimate given can only be approximate. Often a pet's illness will not follow a conventional course & unforeseen expense may occur. We will endeavour to discuss additional costs at our earliest opportunity depending on your pet's safety.

TERMS OF BUSINESS

Any account not settled within 60 days will be referred to our credit control department. After due notice to you, any overdue account will be referred to our debt collecting agency. This will incur further costs in respect of collecting the debt, production of the reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Any cheques returned by our bank as un- paid, any

credit card payments not honoured, and any cash tendered and found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of the bank charges and administrative costs.

INABILITY TO PAY

If you are unable to cover the costs of your account according to the standard terms, please discuss with the practice manager as soon as possible, where the options available will be discussed and a formal contract entered into.

VACCINE REMINDER

At The Old Mill Veterinary Practice we offer a vaccine reminder service by text, email and postcard. However, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain Prescription only Medicines, Category V, (POVM'S) from this practice OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. We can prescribe POVM's only for animals under our care. However we can provide POVM drugs if presented with a prescription from another veterinary surgeon. A prescription may not be appropriate if your animal is an in- patient or immediate treatment is necessary.

REPEAT PRESCRIPTIONS

The general policy of this practice is to re-assess animal requiring repeat prescriptions at least every 6 months; however in more complicated/unstable cases re-examinations will be more frequent depending on the

professional judgement of the veterinary surgeon managing that case.

COMPLAINTS AND STANDARDS

We hope that you never feel the need to complain about the standards of service received from The Old Mill Veterinary Practice. However if you feel there is something you wish to complain about, please contact the Practice Manager.

DATA PROTECTION ACT

When you register your animal with our practice we will collect personal data about you, this data will only be collected with the need to perform the service.

The Data Protection Act 1998 and the current EU legislation update;GDPR2018 as it applies to professional and client records. Your records will be kept confidential to The Old Mill Veterinary Practice. We may, however, use your contact details for marketing purposes but we will not relay any personal information on to a third party.

OWNERSHIP OF CLINICAL RECORDS, X-RAYS & SIMILAR RECORDS

The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. The resulting records, clinical or otherwise, remain the property of the practice. Case records can be copied & on request, can be passed to another veterinary surgeon/practice.

GENERAL CONDUCT

Old Mill Veterinary Practice provides a safe place for our staff, our clients and their pets. No abusive or aggressive behaviour towards staff or other clients will be tolerated under any circumstances.

