

Standard Terms of Business
for
Chess Veterinary Clinic

Thank you for entrusting the care and attention of your pet to Chess Veterinary Clinic. Details of our Practice Terms and Conditions can be found in this document. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or 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 equipment, drugs, materials, consumables and diets used. A guide to fees is displayed in the reception area.

Methods of Payment

Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- ! CASH
- ! CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa or Delta

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 as often a pet's illness will not follow a conventional course.

Settlement Terms

In special circumstances an account may be sent to you. Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred.

After due notice to a 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, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. 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 Katrina Huntley.

Pet Health Insurance

The Chess Veterinary Clinic strongly supports the principle of insuring your pet against unexpected illness or accidents. Any member of staff will be happy to discuss the generalities of pet insurance with you. We are not insurance brokers but we can provide you with leaflets from some well established companies. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company.

Ownership of Records

Case records including radiographs and similar documents are the property of, and will be retained by, Chess Veterinary Clinic. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

Ownership of Radiographs and Similar Records

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting these results, ownership of the resulting record remains with the practice.

Prescriptions

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. Your veterinary surgeon may prescribe POM-Vs only for animals under his/her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. In order for patients to be under our care it is the general policy of this practice to re-assess an animal requiring repeat prescriptions at least every six months, but this may vary with individual patient circumstances. Please note that we require 48 hours notice for repeat prescriptions. The standard charge for a medicine review consultation is £32.40 (inc. 20% VAT). The written prescription charge is £15.00 for one product (£22.80 for two products and £30.00 for three products).

Further information on prices of medicines is available on request.

Out of Hours Cover

Please call 01923 773444 in an emergency.

Our dedicated team at Chess Veterinary Clinic provide emergency care during the following hours:

Monday to Friday	8.30am – 10pm
Saturday	8.30am – 6pm
Sunday and Bank Holidays	8.30am – 6pm

Outside of these hours we have chosen to partner with Vets Now, the leading provider of emergency Out of Hours Care. The Vets Now staff are highly experienced and knowledgeable in emergency medicine. They are the A & E equivalent for pets.

It is always best to call us first on 01923 773444 as we will either be there to answer your call, or will have an answer phone message to direct you to our veterinary surgeon on call or to Vets Now. Advice can be given over the phone and an urgent appointment can be arranged.

Please note that we do have Sunday surgery at Rickmansworth from 10am until 2pm.

If your pet needs to be hospitalised during the day it will continue to stay with us at the Chess Veterinary Clinic for continuous treatment. There is a veterinary surgeon and veterinary nurse on duty each night, but they will not necessarily be staying on site overnight. Check ups on patients will be made according to the needs of each particular case, and this usually includes a late night ward round.

Please feel free to discuss the individual arrangements should your pet need to be hospitalised. A nurse is back onsite at 8am in the morning. Your pet will receive a vet check first thing the next morning.

If your pet has been hospitalised at Vets Now in an emergency then they will be transferred back to our care at 8.30am. You will need to make the appropriate arrangement for your pet to be returned to us at the surgery.

Home Visits

Home visits are available during normal hours however should you require a vet in an emergency out of hours then the out of hours service will apply.

Vaccination Reminders

Whilst we make every effort to send out reminders (via post and/or text) for parasitic treatment and vaccinations, the responsibility to keep them up to date remains with the owner.

Text Reminders – if you would like to receive text reminders or to opt out of text reminders, please make this know to a receptionist either via phone or at your next visit (confirming your mobile telephone number).

Complaints and Standards

We hope that you never have reason to complain about the standards of service received from Chess Veterinary Clinic. Please direct all comments (good and bad!) in the first instance to the Practice Owner, Katrina Huntley.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the proprietor. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

Katrina Huntley, BVSc, Cert VR, MRCVS