

Arden House Ltd Terms and Conditions

Thank you for entrusting the care of your pet to Arden House Ltd. We are committed to providing a high standard of veterinary care and treating every patient with compassion and respect.

These Terms and Conditions explain how our veterinary services operate and the responsibilities of both the practice and our clients. If you have any questions about these terms or require clarification, please contact us at ardenhousevet@gmail.com.

Consent

Our veterinary team will discuss appropriate treatment options and recommend a course of action based on your pet's individual needs. Wherever reasonably possible, we will obtain your consent before carrying out treatment, procedures or other veterinary services.

In an emergency, where immediate treatment is considered necessary to protect your pet's health or welfare, we reserve the right to provide veterinary treatment that is reasonably required. The veterinary surgeon responsible for your pet will use their professional judgement when deciding what emergency treatment is necessary.

You will remain responsible for the costs of any emergency treatment provided. We will explain the treatment given and associated costs to you as soon as reasonably possible.

Fees and Estimates

Our fees are inclusive of applicable VAT.

Our charges are based on the veterinary time required, together with any medicines, materials, consumables, laboratory testing, procedures or other services provided.

We are happy to provide written estimates where requested. Estimates are intended as a guide and are not guaranteed quotations, as the treatment required may change depending on your pet's condition and response to treatment.

If the expected cost of treatment is likely to exceed an estimate, we will endeavour to discuss this with you wherever reasonably possible.

Please note that any estimates provided are valid for 30 days from the date of issue.

Payments and Outstanding Accounts

Payment is due at the time of consultation or, where your pet has been admitted to the practice, at the time of discharge.

If an account remains unpaid, we will issue reminders by telephone, email or letter, as appropriate.

Where an account remains unpaid following reasonable notice, Arden House Ltd reserves the right to refer the outstanding balance to a debt collection agency. Any reasonable additional costs incurred in recovering an unpaid debt may be passed on to the client.

Payment Methods

We accept payment by the methods available at the practice, including cash and credit or debit cards.

We do not accept payment by bank transfer or cheque.

Pet Insurance

We strongly recommend that owners consider appropriate pet insurance to help cover unexpected veterinary treatment and costs.

Your insurance policy is a contract between you and your insurer. It is your responsibility to understand the level of cover provided by your policy, including exclusions, excesses, limits and waiting periods.

Any questions regarding your insurance cover should be directed to your insurance provider.

Arden House Ltd does not accept direct insurance claims. Payment for treatment must be made in full on the day of treatment, and you will then need to submit your claim to your insurance provider to be reimbursed.

As a free-of-charge service, we are happy to complete and submit the relevant insurance paperwork on your behalf where required.

We kindly ask that you allow up to 2 weeks for insurance forms and supporting information to be submitted to your insurance provider. We will usually aim to process these sooner; however, during particularly busy periods, staff holidays and our holiday rota, it may take up to 2 weeks.

Please note that it remains your responsibility to ensure that your insurance claim is submitted and that you provide us with any information or documentation we require to complete the form.

Photographs and Use of Images

We may take photographs of your pet as part of their clinical records or to document their condition and treatment.

With your permission, photographs may also be used for social media, website or marketing purposes.

If you do not wish photographs of your pet to be used for these purposes, please inform a member of our team.

Prescriptions

You may request to purchase Prescription Only Veterinary Medicines (POM-V) directly from Arden House Ltd or request a written prescription to obtain the medication from another veterinary practice or pharmacy.

Please note that for non-controlled prescription medicines, written prescriptions will be sent directly to your nominated pharmacy. For controlled drugs, the prescription will need to be collected from Arden House in accordance with the relevant requirements. Prescriptions issued by Arden House Ltd are valid for 28 days from the date of issue. A prescription fee will apply. Please contact the practice for our current prescription charges.

Medication Returns and Refunds

Once veterinary medication has been dispensed and has left Arden House Ltd premises, we are unable to accept it back into our stock or provide a refund.

This is because we are unable to verify how the medication has been stored, handled or transported once it has left the practice. Veterinary medicines must be stored and handled appropriately to ensure their safety, quality and effectiveness.

For this reason, medication that has left the practice cannot be returned to our dispensary for resale or re-dispensing to another patient.

If medication is no longer required, please contact the practice for advice on safe disposal. Do not dispose of medication in household waste or pour it down the sink or toilet unless specifically advised to do so.

Where medication is returned to the practice for disposal, it will not be returned to stock or re-dispensed.

Student Veterinary Nurses and Training

Arden House Ltd supports the training and development of Student Veterinary Nurses and other veterinary students or trainees.

Students may be involved in the care of your pet as part of their training. Any student involvement will be appropriately supervised by a qualified Veterinary Surgeon or Registered Veterinary Nurse.

If you have any questions or concerns about a student being involved in your pet's care, please speak to a member of our team.

Opening Hours and Out-of-Hours Emergency Care

Our normal opening hours are available on our website and may change from time to time.

Outside of our normal opening hours, we use Vets Now High Wycombe for out-of-hours emergency veterinary care.

Vets Now High Wycombe is based at 54 West Wycombe Road, High Wycombe, HP11 2LP and provides emergency care for dogs, cats and small animals. They are available overnight, at weekends and on bank holidays.

If your pet requires emergency veterinary attention outside of our normal opening hours, please call Arden House Ltd on 01895 633600 and follow the instructions on our answerphone, which will provide you with the information you need to contact Vets Now.

Vets Now High Wycombe can also be contacted directly on 01494 257174.

For the most up-to-date information regarding their opening hours and emergency arrangements, please contact Vets Now directly.

Missed Appointments and Cancellations

We understand that occasionally appointments may need to be cancelled or rearranged. We kindly ask that you provide as much notice as possible if you are unable to attend an appointment, so that we can offer the appointment to another client.

If a client has missed three appointments, Arden House Ltd reserves the right to require payment of the consultation fee in advance when booking any future appointments.

If an appointment for which a consultation fee has been paid is subsequently missed, or cancelled within 2 hours of the appointment time, the payment will be retained to cover the missed appointment and will be non-refundable.

If the appointment is cancelled with more than 2 hours' notice, the payment may be transferred to a rearranged appointment, subject to the practice's discretion.

Client Responsibilities and Changes to Personal Information

You are responsible for providing Arden House Ltd with accurate and up-to-date information about yourself and your pet, including your contact details, address, medical history, current medication and relevant insurance information.

If you need to change any personal information held on your account, you will be required to complete a Client Details Update Form. This form will either be sent to you by email or provided to you in person at the practice.

For data protection and security purposes, we are unable to change personal information on your account based solely on a telephone request. Changes must be submitted using the appropriate form.

You are also responsible for following veterinary advice, administering prescribed medication as directed and attending recommended follow-up appointments.

In-Patient Care

If your pet is admitted to Arden House, our veterinary team will discuss the proposed treatment and care with you, including any relevant estimates.

Where appropriate, we will provide updates regarding your pet's progress and discuss any significant changes to the proposed treatment plan or expected costs.

If your pet requires overnight or out-of-hours hospitalisation that cannot be provided at Arden House Ltd, we may recommend transfer to an appropriate emergency or referral facility.

