

Greenwood Terms and Conditions

This document will set out the terms of a contract that will be established between GVC / we (Greenwood Veterinary Clinic Ltd) and you/your (the registered animal owner or individual) which comes into being when you register any animal with our practice or when you ask us to provide veterinary services.

If you have any queries regarding any of these terms please do not hesitate to ask us for further clarification.

Your Records

All GVC client clinical records and similar documents including (but not limited to), lab results, imaging and referral reports, are and shall remain the property of GVC. Copies of these records may be passed to you or another veterinary surgeon at your request.

We do not sell confidential records to any third party. We will not discuss them with other parties unless you request us to do so or as part of a referral/insurance claim as outlined here.

There are limited exceptions to this. If we sell our business in which case the personal information that we hold will be part of the transferred assets. If it is required by law, or as part of a debt recovery process or to support our website or to enforce our terms of use. This includes exchanging information with other organizations for the purposes of fraud protection and credit risk reduction and also law enforcement agencies.

Practice Fee Structure

All fees for services and prices for goods (eg drugs, foods and accessories) are subject to VAT at the applicable rate. Prices for goods are as notified at the point of purchase and you will be provided with an invoice which will show a full breakdown of fees available upon request.

Fees for services may include our professional fees and fees of those we have engaged on your behalf, along with the cost of any drugs, materials or consumables that may be used in the provision of the services.

You must not seek to engage our veterinary service or take/use medications knowing you do not have the funds to cover such services/items.

Regarding Estimates

Estimates can be provided verbally either at the time of booking the appointment or during the consultation itself. Written estimates are available on request and we encourage you to seek them. All estimates are approximate and the final fee could be higher or lower depending on complications and the patients response to treatment. We will always endeavour to contact you as soon as we have reason to believe that the costs

may be significantly higher than the estimate.

Payment

These general payment terms apply in all cases.

You must pay for all goods (including drugs) at the point (time) of purchase and for all services as they are received (operations, consultations vaccines prescriptions etc).

You will be advised when payments are due depending on the nature of the services that are provide to you "*but you should expect to make payments at the end of each consultation and upon the discharge of your pet from our care*".

If your pet is hospitalised we may require part payment in advance of any period of hospitalisation. While within the clinic, we will endeavour to keep in contact with you each day to discuss the progress of your animal and the fees incurred once the veterinary surgeon has completed their rounds.

It remains your responsibility to keep track of all fees incurred and make sure you have such funds to cover these.

Payment is accepted by cash, debit/ credit card or with prior agreement BACS transfer. Please note that if a pet is registered with our practice we will assume that any persons other than the registered pet owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and to incur costs for which the *registered pet owner will be liable*. Where a pet is not already registered with our practice, we will assume that the *individual requesting treatment* accepts liability for all costs incurred.

If at any time you become unable to pay your account according to the standard terms, this must be discussed with the veterinary practice as soon as possible.

If you have not paid your invoice when it falls due, we shall take such action as we consider appropriate to recover our fees which may include engaging third-party debt collection agencies. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you. Please note that the use of debt collection agencies could affect your future credit rating.

We have the right to suspend the provision of all further goods and/or services until you have paid any outstanding sums in full. Where we consider it appropriate we may request payment on account before goods and/or services are provided.

Prescriptions

Written prescriptions are available on request.

Each pet will require its own prescription (they cannot be shared).

There is a charge for this service which is displayed in our reception area and can be found on the fee section of this website.

All animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case, the re-examination interval will vary between

clinical cases and different medications. Please be aware there is a charge for these re-examinations.

Please give us 48 hours notice (72 hours on Fridays) for any requests for repeat medication or written prescriptions.

Please note that *we cannot accept the return of any prescription drugs* as such items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so provided they were purchased from us.

Insurance

We support the principle of insuring all pets. The practice can at the your request submit a claim to your requested insurer (the practice will take this request from you as your agreement to the practice sharing any records requested by this insurance company). Insurance claims will only be submitted once your balance has been paid in full by you to the practice. Although we currently do not charge for this service we reserve the right to introduce a fee for this at any point in the future. The practice does not make direct payment insurance claims and any outstanding accounts with us during insurance claims remain your responsibility.

Vouchers and Charity Payments

The practice does except some charity payment vouchers and charity payment agreements but these must be agreed *with the practice in advance* and if agreed it is on the understanding that all outstanding accounts will remain *your* responsibility to settle if for *any* reason the charity does not settle them.

Data Protection

We comply with the GDPR regulations and we take reasonable precautions to ensure that your data is kept securely, used appropriately and is not shared with third parties except as required for the purposes outlined here.

When you register with our practice or request that we provide veterinary services you consent to us collecting and holding personal data about you and your agents. We will only collect data that we deem necessary for us to perform our services, take payments or contact you. Such information as (but not limited to) names, address, telephone numbers and email. These details may also be passed to a referral centre/out of hours care provider if further care is needed or to another clinic/insurance company at your request. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees.

Complaints

Here at Greenwood we are proud to offer a gold standard of service and we take customer complaints seriously but we do also understand things can sometimes go wrong. Should we not meet your expectations in any aspect of our service, please let us know at the time if possible or ring/email our practice manager to have a chat.

Alternatively, should you wish to raise a formal complaint, we ask that you contact the practice manager in writing/email within two months of the complaint event. The practice manager will then investigate your complaint in accordance with of our Complaints Procedure and reply to you.

If you are not happy with the outcome of this investigation, we recommend that you refer your complaint for external mediation through the Veterinary Client Mediation Service within three months of the outcome of the investigation.

Home Visits

Greenwood veterinary clinic endeavour to provide the highest levels of clinical support and care to our customers and patients at all times. Therefore, when a customer encounters an emergency with their pet, we always request that the animal is brought to the surgery. This approach ensures that the patient receives the speediest and best clinical treatment possible (as within the clinic we will have access to a wider range of drugs and treatments and staff than we could have outside of the clinic). Only limited treatment can be given in a patient's home and this can lead to a delay in treatment. While we provide a home visit service, whether this would be appropriate to do will be decided on an individual case basis.

There are additional charges for a home visit, please enquire about these when booking.

Out of hours care, hospitalisation and emergency cover.

Our highly trained clinical team provide in house care for our patients during surgery hours. Outside of these hours (at night and weekends after the clinic closes and bank holidays) the practice is covered by a full emergency team of vets and nurses. Please telephone the clinic for more details.