

# BROOKEND VETERINARY PRACTICE LTD

*Mr.M.D. Probert B.Vet.Med.,M.R.C.V.S, Company Director*

62, BRAINTREE ROAD

WITHAM

ESSEX CM8 2BY

Telephone: (01376) 500038

Email:reception.brookendvets@btconnect.com

## Terms and Conditions

Thank you for entrusting the care and attention of your pet to Brookend Veterinary Practice Ltd. This statement details our practice Terms and Conditions. Some aspects of the terms may not be applicable to you and we request that you ask for further explanation/clarification if needed.

### **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. A detailed fee note is generated for every consultation, surgical procedure and transaction with us.

### **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of the pet or upon collection of diets/drugs.

In the case of major surgery where it is anticipated that the fee will exceed £250 then a deposit of £250 is required at the time of admission.

You may settle your account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa, 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 – often a pet's illness will not follow a conventional course.

### **Settlement terms**

Should an account not be settled within 14 days a reminder will be sent. Should it be necessary for further reminders to be sent and after due notice to you the 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. 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 may ONLY be sanctioned with the express permission of the company Director, Mr Michael D. Probert M.R.C.V.S

### **Pet Health Insurance**

Brookend Veterinary Practice Ltd strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

### **Surgery Opening Hours**

Monday, Tuesday, Thursday, Friday	8.30am - 6.30pm
Wednesday	8.30am – 8.00pm
Saturday	8.30am - 12 noon

### **Out of Hours Service**

Brookend Veterinary Practice Ltd subscribes to a dedicated out of hours service, Vets Now (night or weekend), operating from the Spring Lodge Veterinary Hospital, also in Witham. Occasionally you may have to use the Colchester branch of Vets Now because of their extended opening hours. Our answer phone message will provide you with the correct information. The cost of providing a veterinary team working through the night is reflected in fees significantly higher than those in the daytime. All cases are referred back to Brookend Veterinary Practice Ltd at the earliest opportunity.

In-patients at Brookend can sometimes be cared for in our own kennels overnight or at weekends, depending on the availability of staff, and the amount of care required by the patient. None of the staff live or sleep at the surgery, but visit in-patients as often as deemed necessary. Very sick patients or those requiring intensive care are, with your agreement, transferred to Vets Now.

### **Ownership of Records**

Case records including radiographs and similar documents are the property of, and will be retained by, Brookend Veterinary Practice Ltd. 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 their results, ownership of the resulting record, for example, a radiograph remains with the practice.

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