



AVENUE VETERINARY CENTRE

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care & attention of your pet to the Avenue Veterinary Centre Ltd (AVC). Detailed below are our Practice Terms & Conditions. Some aspects of the terms may not be relevant to you. Please ask for further explanation or clarification if required.

Veterinary Care

The Avenue Veterinary Centre Ltd will endeavour to provide veterinary services in accordance with reasonable standards denoted in the RCVS guidelines for practice standards and the professional conduct of veterinary surgeons and veterinary nurses. Guidelines are available at www.rcvs.org.uk. Please note veterinary care will be withheld from clients who appear aggressive and abusive to staff members.

Consultations

Consultations are normally arranged by appointment only. Emergencies during normal opening hours will always be seen as soon as possible but clients are asked to telephone the practice for immediate advice and to tell us that you are on your way.

Costs

All fees, food, shop sales & drugs are subject to VAT. Fee levels are determined by the time spent on a case & according to the drugs, materials, consumables, & diets used. A fee list can be made available with prior notice. You will receive a detailed invoice for every consultation, surgical procedure & transaction with us.

Estimates of Treatment Costs

We will 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. Please note for long term hospitalised patients account updates can be given daily upon request.

Payment Terms

The practice does not offer an account facility, with all fees being due at the time of at the end of the consultation, the discharge of your pet & upon collection of medicines and diets. We accept card (MasterCard, Visa, Visa Debit), cash payments and cheques. Products that have not been paid for may only be released at the discretion of the Vet for medical reasons.

Terms of Business

Any account not settled within 28 days will be referred to our credit control department. After



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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 cheque returned by our bank as unpaid, any credit card payment 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 the estimate as specified please ask to discuss the matter with a member of staff, prior to treatment where the options available will be discussed and a formal contract entered into before treatment is given.

Pet Health Insurance

AVC strongly support the principle of insuring your pet against unexpected illness or accident, but any contract of insurance is between you and your insurer. Claims can be claimed back directly to the AVC by prior agreement and upon presentation of an owner completed insurance form & Insurance direct claim agreement form, in these circumstances excesses should be paid at the beginning of the veterinary treatment. AVC will endeavour to complete and submit to the insurance company an insurance claim within 2 weeks of presentation. Please note if insurance companies fail to cover veterinary treatment, the debt incurred will be subject to full payment by the animal owner/agent.

Microchipping & Vaccination

AVC strongly supports having your pet microchipped & regularly vaccinated. Any member of staff can supply you with details about these important actions you can take to protect, care for, & identify your pet. It is the pet owners responsibility to ensure these are kept up to date.

Out of Hours Service

When AVC is closed, our out of hours care will be covered by the **Emergency Veterinary Service (EVS)**, based at The Rowe Veterinary Hospital, Bradley House, Ferndene, Bradley Stoke, Bristol, BS32 9DT Tel: 0117 905 9000 (24 hours)

Ownership of Records, X-Rays & Similar Documents

The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, 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 taking over the case. There may be a charge incurred for copying any veterinary records and documentation.



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Environmental

As a Practice we are aware of the environmental demands of modern day life and as such have instigated a number of 'Green Initiatives', including reducing the amount of paper we use, and recycling as much as we can. As such we are happy to communicate with you through other technologies including mobile phone text and email, please leave your details with reception.

Customer Feedback

We look forward to working with you to keep your pet healthy and happy but, if at any time you have concerns or suggestions, please do not hesitate to contact us. We actively welcome your feedback and can assure you that any issues raised will be appropriately addressed.

Complaints & Standards

We hope that you never feel the need to complain about the standards of service received from AVC. However, if you feel there is something you wish to complain about, please contact the Practice Manager, Avenue Veterinary Centre Ltd, Pendennis Avenue, Staple Hill, Bristol BS16 5DW.

Upon receipt of your letter one of our team will investigate the details of your particular case and respond accordingly to you. Although we always endeavour to respond to a complaint within 7 working days of receipt sometimes this is not possible. In such an instance a member of the team will contact you to update you on the progress of your complaint.

Dispensing of Drugs

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V, (POM Vs) from this practice OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. A cost of £15.00 (inc VAT) per prescription will be incurred for this service. AVC can prescribe POM Vs only for animals under our care. However we can provide POM V 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.

You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The policy of this practice is to re-assess an 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.

Data Protection

We will use the personal information you provide us with to: provide the veterinary service and products; process your payments; and to inform you about products or services that we provide,



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but you can stop receiving these at any time by contacting us. We will not divulge your information to other agencies apart from debt collection purposes.