



A PET IS AN IMPORTANT MEMBER OF THE FAMILY

Terms & Conditions of Business

Thank you for entrusting the care and attention of your animal to Kynoch Vets. This document details our Practice Terms & Conditions. Some aspects of the Terms and Conditions may not be relevant to you. Please ask for further explanation/clarification if required.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by expertise, time spent on a case, procedures, drugs, materials, consumables, diets etc. Our written fee list is available on request. We can provide a detailed invoice for every consultation, surgical procedure or transaction with us. You are liable for any fees incurred in diagnosis and treatment of your animal, even if your pet is brought to us on your behalf by a relative, friend or agent.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your animal or upon collection of any diets, medications or other items. For your convenience we accept the following methods of payment:

- CASH
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta

ESTIMATES

We will happily provide written estimates as to the probable cost of treatment. Please bear in mind that any estimate is approximate and not a quote – often a pet's illness will not follow a conventional course. If we believe the treatment costs are going to exceed the estimated costs, we will endeavour to contact you on the contact numbers you have given us. If you are not contactable, we will treat your pet as is necessary, in its best interests and for the prevention of pain or suffering, and you will be liable for these costs.

SETTLEMENT TERMS

Payment is due at the time of consultation and if further reminders have to be sent, further charges will be incurred. Overdue accounts will be referred to our Solicitor/Debt Collection Agency or the County Court for recovery of debt, and further charges including a debt collection charge will be levied in respect of costs incurred in collecting the debt. We also reserve the right to charge interest at 2.5% per month for non-payment. Failure to pay may result in Kynoch Vets only providing first aid and pain relief under these circumstances. A letter giving 7 days notice to find another Veterinary Surgeon to take care of the animal may also be sent.

INABILITY TO PAY

If for any reason, you are unable to settle your account as specified, please discuss the matter as soon as possible *with the attendant veterinary surgeon*. Please note that instalments or part-payments of any account may only be sanctioned with the express, written and signed permission of the practice in exceptional circumstances. An administration charge will be levied to the account, and will be payable *upfront*. The full debt and any additional costs incurred will become payable immediately on failure to adhere to the terms of any such agreement.

Please reply to:

Administration Office
and Surgery

Forge Court Veterinary Clinic & Referral Centre,
Reading Road,
Yateley,
Hampshire,,
GU46 7RX.
Tel: 01252 873569

Easthampstead Veterinary Centre,
The Green,
Rectory Lane,
Bracknell,
Berkshire,
RG12 7BG.
Tel: 01344 456033

Barkham Grove Veterinary Centre,
156 Barkham Road,
Wokingham,
Berkshire,
RG41 2RP.
Tel: 0118 979 0551

Pine Grove Veterinary Clinic & Referral Centre,
51 Dukes Ride,
Crowthorne,
Berkshire,
RG45 6NE.
Tel: 01344 774314

Wellesley Veterinary Centre,
103 Frimley Green Road,
Frimley Green,
Camberley,
Surrey,
GU16 6JX.
Tel: 01252 836699

Harmans Water Veterinary Centre,
Ralphs Ride,
Bracknell,
Berkshire,
RG12 9LG.
Tel: 01344 421200

Partners:

C.N.Tremlett, MA, VetMB, MRCVS

P.G.Timm, BVMS, CertSAO, MRCVS

M.R.Oakley, BSc, BVM&S, CertSAC, MRCVS

J.R.Spurgeon, BSc(Hons), BVSc, GPCert(SAP), GPCert(FelP), MRCVS

N.Mongelli, DVM, GPCert(FelP), MRCVS

B.I.Middleton, BVSc GPCert(Ophthal), MRCVS

C.L.Probert, BVSc, MRCVS

D.G.Potter, BVSc, GPCert (SAS), MRCVS



www.kynochvets.co.uk

PET HEALTH INSURANCE

Kynoch Vets strongly advises insuring your animal against illness and accidents, and taking out third party cover. Please ask for details about insurance from any member of staff. Please be aware that it is *your* responsibility to settle the account with us, and then reclaim the fees from your insurance company.

Direct claims can *only* be made following pre-authorisation *in advance* from the company via the practice, and having signed a written Direct Claim Agreement *with a Practice Partner's permission*. A charge for direct claims will be levied to the account, and will be payable *upfront*.

COMPLAINTS & STANDARDS

Our standards and procedures are scrupulously monitored by the Royal College of Veterinary Surgeons in order to retain our status as an accredited practice. We hope that you never have recourse to complain about the standards of service received from Kynoch Vets. However, if you feel that you have a problem, please direct your comments in the first instance to The Managing Partner, Kynoch Vets, Forge Court Veterinary Centre, Reading Road, Yateley, GU46 7RX. A response will be sent within 14 days of receipt.

OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of the practice, and will normally be retained by the practice for a minimum period of 7 years. Copies with a summary of history will be passed on request to any veterinary surgeon taking over the case. Where any significant expense is involved in providing such copies, as there might be, for example, with the provision of radiographs, a charge will be made.

OUT OF HOURS POLICY

In the event of an emergency, please telephone your home surgery in the first instance. Outside of normal hours, an answer phone message will give the contact details of the vet on call. Our own vets are on a rota on call between 7pm and 10pm every night. If calling after 10 pm, we utilise the services of a specialised emergency service provider called VETS NOW. Because they are a separate company, you will be expected to settle your account with them directly.

No addition or variation of these conditions may be made unless agreed in writing and signed by one of the Practice Partners. We look forward to meeting you and your animals and if we can be of any assistance, please do not hesitate to contact us.

The Partners - Kynoch Vets