



Dorset Equine Vets

**Whitcombe Racing Stables, Whitcombe Down Road, Dorchester, DT2 8NY
Ph: 01305 262295 (24 hrs)**

DORSET EQUINE VETERINARY SERVICES:

TERMS OF BUSINESS

By accepting our services or purchase of goods, you the client contractually agree to the Terms of Business as detailed below.

Fees

All fees 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, resources, materials and consumables used. We believe that our prices are honest and competitive and we run a transparent pricing policy and always charge fairly and consistently. We are always happy to provide written quotes for any procedure should you require one.

New Clients/Opening an Account

New clients are required to pay in advance or at the time of the visit either by cash or debit/credit card for services or goods until an account has been opened and approved. We reserve the right to verify all new clients' credit rating with a credit reference agency. Certain procedures may require payment in advance, such as vetting or surgical procedures.

Estimates

We will happily provide you with a written estimate of the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often an illness will not follow a conventional course. We will always try to keep you informed of costs as they arise.

Payment Terms

Accounts are processed and invoices sent monthly. The account is to be settled within 14 days of the invoice date. Overdue accounts, after due notice to you, will be referred to our Debt Collecting Agency or the County Courts if satisfactory repayment arrangements have not been made with ourselves and all costs incurred will be passed on to you. Any cheque which you issue which is returned unpaid, any credit/debit card payment not honoured and any cash tendered that is found to be counterfeit will result in your account being restored to the original amount together with any fees incurred in the process. Persistent late payment will result in the need for all fees to be paid for at the time of treatment. Failure to do so will result in the withdrawal of our veterinary services.



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Methods of Payment

Our preferred method of payment is by Debit card: Visa, Maestro, Solo or Switch. We also accept payment by Mastercard, cash, cheque or by bank transfer/online banking. Our details are:

Nat West Bank Account No: 38031825 Sort Code: 60-07-01

Please include your name on the transfer

Inability to Pay

If you find yourself in the unfortunate position of being unable to pay your account, please discuss this matter as soon as possible with the Practice Manager or your veterinary surgeon. Instalments or part payment of any accounts may ONLY be sanctioned with express permission of the Practice Principal.

Out of Hours

There is an out of hours fee subject to all calls for veterinary visits made through our emergency service.

Animal Insurance

We strongly recommend that your equine be insured with a reputable insurance company. However, any insurance agreement is between you and the insurance company and not with the Practice. Insurance claims carry the same payment terms as above. This may mean that you may have to settle your account with us before your insurance company has settled your claim. By prior agreement we may defer these terms on the agreement that your insurance form is signed so payment is made direct to us and that your insurance company have agreed to the claim in principal. You will still need to pay for any excess cost not covered by insurance (eg: livery) within the normal terms and any costs later rejected by your insurance company.

Disputes

Any dispute with fees/service presented must be put in writing to the Practice Manager within 14 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then the overdue accounts procedure will become effective. Therefore clients are always advised to settle their account on time, and if there is a dispute this payment being made without prejudice.

Data Protection

We promise to use client details only for the purpose of our business. We will not intentionally pass any details to third parties, unless specifically detailed below, without your permission. We may, from time to time send you veterinary information that would be relevant to you. We aim to maintain your details correct on our database. You, the client, will provide us with correct and updated personal information to allow us to provide our services to you. These include name,



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contact details, animal details, details of owners or those looking after the animals and details of any other vet the animal has been registered with.

Ownership of Records

Case records, x-rays, scans and similar documents are the property of, and will be retained by Dorset Equine Veterinary Services. Even though a charge may be made for carrying out and interpreting the results, ownership of the resulting record (eg: an x-ray or ultrasound scan) remains the property of the practice. Upon request, copies of records with a summary of the history of your horse will be passed on to another veterinary surgeon taking over the treatment and care of your horse.

Variation in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Practice Principal of Dorset Equine Veterinary Services. Additionally no agent or person employed by or under contract with the Practice had the authority to alter or vary these terms and conditions in any way.