

We, Greenwood and Brown veterinary clinics Ltd are governed by The Royal College of Veterinary Surgeons (RCVS) and Veterinary Medicine Directorate (VMD). We aim to provide the highest standards of veterinary care. These are the terms on which we supply veterinary services and related products to you. These Terms and Conditions shall apply to all supplies of veterinary services and products by us to you to the exclusion of all other terms and conditions. Please note that some aspects of these terms may not be relevant to you and we suggest you ask for further clarification from us if required.

1. Supply of Veterinary Services

1.1 - We shall ensure that all veterinary services are supplied by suitably qualified staff, taking into account the nature of the veterinary service to be supplied in each instance.

1.2 - Wherever practicable and on your request, a treatment plan for the supply of veterinary services will normally be agreed with you following an initial consultation and in advance of any further treatment. This treatment plan will provide an estimate regarding the likely costs of the course of treatment in such plan. In an emergency we reserve the right to provide such veterinary services as are reasonably necessary, in the professional judgement of the veterinary surgeon providing the veterinary services, without first agreeing a treatment plan.

1.3 - Please note that any estimate given can only be an approximation of the costs of any treatment required. If our original estimate looks as if it will be exceeded 20 percent of the original estimate, then the Veterinary Surgeon responsible for providing the veterinary services will discuss any increased fees with you before any further procedures are undertaken (save in the event of an emergency and at the professional discretion of the relevant Veterinary Surgeon acting in the best interest of your pet).

1.4 - We reserve the right to decline to supply veterinary services at our discretion. You are free at all times at your cost and subject to the payment obligations in these terms and conditions, to seek a second opinion on or concerning any veterinary services provided.

1.5 - Tests and investigations do not always guarantee a diagnosis

1.6 - You are responsible for maintaining your pet vaccinations and preventative care. We will contact you in reference to treatment reminders and practice offers, via email, post or text message. Provided you have agreed and we have your up to date contact information.

2. Supply of Products

2.1 - You acknowledge and agree that all products must only be used in accordance with the instructions supplied with them or issued orally by the Veterinary Surgeon providing the veterinary services or other of our staff. If you have any questions or concerns regarding the use of any product, you should consult the Veterinary Surgeon providing the veterinary services or other of our staff for clarification.

2.2 - Any products supplied by us shall be of satisfactory quality, fit for purpose expressly agreed by the Veterinary Surgeon providing the veterinary services or other of our staff and shall comply with any description given. All other warranties, expressed or implied, are hereby excluded.

2.3 - As a licensed supplier of veterinary medicines, we are unable to offer a refund for all medications as these goods cannot be offered for resale. This regulatory law exists to ensure the safety of your pet, as the returned medicines may have been subject to

improper storage conditions or tampered with. However, we are happy to dispose of medication safely for you.

2.4 - When you **request a repeat prescription** for your pet, we can only supply the medication if:

- 2.4.1 - the Veterinary Surgeon caring for your pet has authorised the repeat prescription.
- 2.4.2 - your pet has been seen by one of our Veterinary surgeons within a specific time scale dependant on the drug category.

There will be a charge for such repeat prescription of £25.04 and any additional item on the prescription will be charged at £13.60 to cover the time, responsibility and professional insurance costs involved.

3. Payment

3.1 - All veterinary services and products provided by us shall be charged to you in accordance with our then current price list which is subject to change without notice. If you have any questions as regards the level of charge that will be incurred, you should consult the Veterinary Surgeon in charge of your pet's treatment for his/her staff for clarification.

3.2 - There may be a charge for all administration services, including but not limited to processing all claim forms, referrals etc.

3.3 - Our normal practice is for payment to be made in full by you at the time the veterinary services or the products are supplied, either at the end of the consultation, the discharge of your pet or upon collection of the products. All invoices must be settled in full on receipt of the invoice. We may at our absolute discretion agree that you may delay payment of an invoice pending recovery of the sum from your insurer for such reasonable period as we agree either verbally or in writing. You remain liable in full for all invoices and all sums shall become due and payable in full no later than the agreed upon time period by both parties at the end of this extended payment period irrespective of whether your insurer has made payment to you.

3.4 - We accept **direct and indirect insurance claims**. In the event that all or any part of the insurance claim is not paid by your insurance company for any reason you will be liable for the outstanding balance. Once your insurance company has settled a claim the outstanding balance is to be paid no later than 14 days after you receive your monthly statement.

3.5 - We will refer overdue accounts to our debt collection agency if the outstanding debt remains unpaid after the specified time frames as agreed lapse.

3.6 - In the event that any invoice or other sum owed by you is not paid when due then, without prejudice to any other remedies available to us, we may at any time:

- 3.6.1 - add additional charge(s) to your outstanding account in order to recover fees and costs in connection with the collection of the sum owed including but not limited to administrative costs and debt collection agency fees and interest.
- 3.6.2 - issue a two week notice to you that no further Veterinary Services and/or products will be supplied to you.

3.7 - All prices quoted are quoted exclusive of value added tax or other indirect taxes, duties or levies which shall be added as appropriate.

3.8 - If you are unable to pay for the Veterinary Services we are only obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet.

4. Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services to which the claim, damages or loss relates.

5. Complaints

5.1 - It is our intention that all our clients should be satisfied with the Veterinary Services and any products supplied. In the event that you are dissatisfied with any aspect of the Veterinary Services or products supplied by us or its staff, in the first instance you should contact the practice and we shall supply you with a copy of our complaints procedure and will with immediate effect, endeavour to address any issues arising.

6. Pet Insurance

6.1 We may advocate pet insurance, but any contract of insurance is between you and your insurer. Please ensure that you refer to the terms and conditions of your insurance policy.

7. Data Protection

We comply with the Data Protection Act 2018 and will take reasonable precautions to ensure your records are kept securely and used appropriately.

7.1 - Subject to your agreement clinical records may be shared with another veterinary practice, insurance companies or referral centres. In the event you cannot be contacted only relevant records will be released to third party vets in the interest of animal welfare.

- 7.1.1 - The care given to your pet may involve making some specific investigations, for example taking radiographs or performing **ultrasound** or MRI scans. Case records including x-rays and ultrasound or MRI scans are the property of, and shall be retained by Greenwood & Brown Veterinary clinics Ltd. Copies with a summary of the history of any patient can be passed to another veterinary surgeon taking over a case, on written request to us and upon settlement in full of all sums due to us in respect of such patient's treatment by us.

7.2 - We can provide a digital copy of all your data held, Should you require this date please contact the surgery with a written request and allow 48 hours' notice.

7.3 - All telephone calls are recorded for training and monitoring services. We will supply a copy of your personal telephone call upon request with 48 hours written notice. 48 hours' notice and a payable administration fee may be required.

8. Client Care

We do not tolerate intimidating, threatening or aggressive behaviour directed to any of our staff and/or other clients. Upon displaying any of these behaviours, you will be asked to leave and we reserve the right to withdraw our services to you with 2 weeks written notice

9. Out Of Hours Services

Greenwood and Brown Veterinary surgery Ltd work alongside Leeds emergency vets, Morley to cover **emergencies during our closing hours**. They can be contact by telephoning 01132 252 5818. Costs are settled directly with Leeds emergency vets.

10. Miscellaneous

10.1 - Users of our car parks do so at their own risk. Greenwood & Brown Veterinary surgery Ltd will not accept any responsibility for accidents, loss or damage of any vehicle or its contents.

10.2 - No alteration may be made to these terms and conditions without our express written consent. We may update or amend these terms and conditions at any time by placing a notice to that effect in our premises.