



Kings Veterinary Centre

Terms and conditions

OUR COMMITMENT TO YOU

Thank you for choosing Kings Veterinary Centre as your first opinion veterinary practice; it is a privilege to be entrusted with the care of your pet.

We aim to provide a gold standard service, going above and beyond for you and your pet's needs.

We provide emergency care 24 hours a day, 365 days a year. We always have a registered veterinary nurse on site for the needs of patients in hospital and to triage emergency calls. The service is covered by our own veterinary surgeons on a call-out basis.

Any treatment provided outside of normal opening hours will be charged an out-of-hours fee. There are three levels of hospitalisation depending on the intensity of a patient's needs and these are charged appropriately.

We will endeavour to treat you with courtesy and respect at all times.

We promise to communicate with you as best we can and as soon as reasonably possible.

All our calls are recorded for training and monitoring purposes.

We will not tolerate and threatening or aggressive behaviour.

We may for marketing purposes request your permission to take a picture of your pet and share your story on social media.

YOUR COMMITMENT TO US

We believe it is in your pet's best interest to follow our advice in keeping your pet healthy.

We expect you to treat our members of staff in a courteous and respectful manner. Rude, aggressive or threatening behaviour will not be tolerated.

It is your responsibility to arrive for your appointment on time, we run a busy practice and late arrivals may be expected to wait until the next available appointment, or if fully booked until the end of morning or afternoon surgery.

CANCELLATIONS AND NO SHOWS

We understand that you may sometimes need to cancel or reschedule your appointment. However, when you do not telephone us in advance to cancel your appointment you may be preventing another pet from getting much needed treatment.

In hours appointments

A “no show” is a client who misses an appointment without cancelling it beforehand. Failure to attend an appointment will be recorded in the patient’s record as a “no show”. The first time there is a “no show”, we will contact you via phone/PetsApp/email to inform you of the missed appointment and remind you of our “no show” policy. If you have had three "no shows" you will be required to pay a nonrefundable £45* no show fee to cover the cost of the consultation time. For all future appointments you will also be required to prepay the £45* consultation fee.

*for longer consultations such as litters of puppies/kittens for vaccinations, second opinions or operations, this fee may be higher

Out-of-hours

Out-of-hours appointments require calling the vet into the practice outside of our usual working hours. If you have booked an out-of-hours appointment but can no longer attend, please call the practice as soon as you can prior to your appointment time. Failure to do so will result in an "out-of-hours no-show". Out-of-hours appointments that are not attended or cancelled prior to the appointment time will incur a fee of £100 which will be invoiced to you.

Continued occurrences will result in us terminating our services to you. We appreciate your patience, understanding and support.

LIFETIME CARE CLUB

To qualify for discounts associated with our Healthcare Plan, you must be a member of the plan for 12 months and make 12 consecutive direct debit payments. If you choose to leave the plan before you have made these payments, you will be liable for any differences in cost between the discounted goods and services you have received, and their normal non-discounted value. If this occurs, this balance will be due upon cancellation of the plan with an additional cancellation fee of £24. Should you have any queries regarding your care plan please contact your practice or email lcc@rutlandvets.co.uk

REMINDERS – VACCINATIONS AND OTHER PRODUCTS

Whilst we make every effort to remind you when your pet is due vaccinations or other preventative care, this is a courtesy service. It is your responsibility to ensure that they are kept up to date and your pet meets any requirement for boarding establishments or travel abroad.

SAFETY POLICY

We ask that you follow our guidance on the following whilst on the premises.

To increase safety and minimise stress please always keep your dog(s) on a short lead and cats restrained in a secure pet carrier.

Please try where possible to minimise cat and dog mingling as this can cause unnecessary stress to both species which is not helpful ahead of performing a clinical exam.

Please let us know if your pet is nervous or aggressive towards other dogs or humans to any handling of your pet by anyone but yourself. We have a duty of care to our team and will require your pet to be muzzled if this is the case before examination by any member of our staff.

TREATMENTS AND PROCEDURES

The main consideration of the Veterinary Surgeons is to the patient. We will consider the pet's welfare above all else.

Proposed treatment and procedures will be discussed with you at length to ensure you fully understand and consent prior to any treatment commencing.

It is important to us that you are happy with the proposed plan, should you not be please voice this. You have the right to refuse treatment unless in doing so breeches the Animal Rights Act 2006. This act states we must prevent suffering and alleviate pain when under our care.

Refusal of any treatment and circumstances will be detailed on our records.

All Veterinary Surgeons and Registered Veterinary Nurses in our practice are covered by a suitable indemnity policy.

ESTIMATES OF TREATMENT COSTS

Estimates are provided verbally either at the time of booking the appointment or during the consultation itself.

We will always provide a written estimate as to the probable costs of any surgical procedures or in-patient treatment. However please be aware that an estimate can only be approximate as a pet's illness does not always follow a conventional course and additional costs may occur which cannot be predicted at the outset.

We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate.

All treatment and procedures must be paid for at the time. If for any reason this is not possible, please notify a member of staff ahead of time.

Should this be the case, any medication required will be released at the discretion of the Veterinary Surgeon. Your pet's medication may be held until you are able to pay.

Methods of payment include credit or debit card/BACS and Apple or Google pay via PetsApp.

INSURANCE

We encourage you to insure your pet with a lifetime policy.

We have a dedicated Registered Veterinary Nurse who completes all insurance claims on your behalf. We endeavour to complete your insurance claims within a week of treatment. Should you have any queries regarding your insurance claim please contact insurance@rutlandvets.co.uk

DIRECT INSURANCE CLAIMS

For treatments costing over £500 we can offer, at our discretion, to receive payment directly from your pet insurance company. There are certain insurance companies that we are unable to work with directly, please speak to our reception for more details.

There will be an administration charge of £20 for providing a direct insurance claim.

A direct claim letter of authority will need to be signed by yourself **prior** to the treatment being performed, which states 'In the event of a direct claim not being paid by the insurance company, all fees are liable to yourself and must be paid immediately'

FEES AND METHODS OF PAYMENT

Unfortunately, there is no NHS for pets, so veterinary practices are providing private health care. The fees you pay reflect the investment we make in caring for your pet along with funding the services, medications, facilities and staff expertise, allowing us to give the best possible care for your pets.

All fees, diets and drug charges are subject to VAT at the current rate. Fees are determined by the time spent on a case and according to the medications, consumables and diets used.

Routine procedures are set depending on the weight of your pet. Non-routine procedures are charged depending on time spent on the case.

Clients will receive an itemised invoice for every consultation, surgical procedure or transaction.

SETTLEMENT TERMS

Accounts are due for settlement at the end of each consultation, on the discharge of a pet or on the collection of drugs/diets. Cash, credit and debit cards are accepted, along with payment via Apple Pay, Google Pay or via PetsApp.

If for any reason your account has not been settled at the end of consultation, the discharge of your pet or upon collection of drugs/diets, an invoice will be sent within 7 days.

Any further unpaid account reminders will be sent with an additional accounting fee in respect of administrative costs incurred. Further reminders will incur further charges.

After due notice to you the client, overdue accounts will be referred to a Debt Collection Agency which may affect your credit rating. Further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc.

Any Credit Card not honoured, or any Cash tendered that is found to be counterfeit will result in the original account being restored to costs together with any banking fees, administration costs, and interest on the capital sum.

We reserve the right to withdraw our services from any client who fails to settle an account or with history of delayed settlement.

INABILITY TO PAY

If you are unable to settle your account as specified above, please discuss the matter as soon as possible with a member of the team or email in confidence to creditcontrol@rutlandvets.co.uk.

OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of, and will be retained by, Rutland Veterinary Centre Limited.

Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

We may also release these records to pet insurance companies when claiming fees under your insurance.

MEDICATIONS AND PRESCRIPTIONS

The policy of this practice is to re-examine any animal requiring repeat prescriptions every 6 months, but this may vary with individual circumstances, medications and conditions. There will be a charge for this re-examination.

Any fraudulent prescription claims will be reported to the Veterinary Medicines Directive and our services will be withdrawn.

REPEAT PRESCRIPTIONS

Please give us a minimum of one working days' notice for repeat prescriptions, this is to enable the Veterinary Surgeon to check for safety and accuracy prior to dispensing the required medication. Some products must be ordered specially and may take longer to arrive – this will be discussed with you in advance.

OFF LICENSE MEDICATION

In certain circumstances, where no suitable alternative exists, it may be appropriate for our vets to prescribe medication for your pet which has not been licensed for veterinary use. This may include the use of drugs in one animal species which are licensed in another or some human medications which are not available in veterinary form.

Use of our services expressly allows for this use following discussion with a veterinary surgeon. When dispensing off licence medication we will ask you to sign a consent form.

WRITTEN PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain Prescription Only Medicines from your veterinary surgeon or obtain these from another veterinary surgeon or pharmacy. Your veterinary surgeon may only provide POMV medicines for animals under their care. A prescription may not be appropriate if an animal needs immediate treatment or is an inpatient. You will be informed on request of the price of any medicine that may be dispensed for your animal.

We follow the British Veterinary Association's code of Practice on unused Medicines which states that once stock has been dispensed, it should not be accepted back into the dispensary. This means that once you have collected any medicine and taken it away from our premises, we cannot provide refunds for any medication returned to the practice. We can safely dispose of any unwanted medication at your request.

REFUSAL OF TREATMENT

The practice reserves the right to refuse treatment of an animal if:

To do so would be detrimental to the patient.

It would be considered unethical or in breach of RCVS recommendations.

A breakdown of trust has been considered to have taken place between you and the practice.

The practice reserves the right to limit treatment of an animal to first aid and immediate relief of pain only if:

The patient cannot be safely restrained and therefore presents a danger to our staff.

The terms of payment have been breached.

We have reason to believe that the patient is receiving treatment by another Veterinary Surgeon, and we have not received a current clinical history.

FEEDBACK AND COMPLAINTS

Feedback is most welcome. We continually wish to improve our services therefore please do not hesitate to get in touch. You can do so via phone or PetsApp where one of our members of staff will be happy to assist you.

We hope that you never have a reason to complain about the standard of care and service received from our practices. However, if you do find there is something you wish to bring to our attention, please contact us at clientcare@rutlandvets.co.uk. We will be happy to discuss your concerns and will attempt to resolve any issues as quickly as possible. We endeavour to respond within 10 working days.

VARIATION IN TERMS AND CONDITIONS OF BUSINESS

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Directors.

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