



Terms and Conditions

This statement details the Terms and Conditions of our veterinary practice, Intake Veterinary Services Ltd. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if needed.

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, materials, consumables and travel costs used and incurred. An itemized invoice will be provided for all transactions.

Methods of Payment

Accounts are due for settlement within 30 days of the invoice date. You may settle your account using:

- Cash
- Cheque with a current Bankers card
- Debit cards
- Credit cards at the directors' discretion.

Clients may be asked to settle invoices at the time the work is undertaken.

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable cost of a course of treatment. Please bear in mind that any estimate given can only be approximate.

Settlement Terms

Invoices are sent out at the start of each month. Payment should be made within 30 days of the invoice date. Should your account not be settled within the time period specified above, then a reminder will be sent. **The company reserves the right to charge interest on overdue accounts at 2% per calendar month or £5.00 whichever is the higher. The rate of interest charged may be varied from time to time by the directors of the company.** Should it be necessary for additional reminders to be sent, further charges will be incurred (see above). After due notice to the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our Bank as unpaid and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges being added in respect of any bank charges and administrative costs.

Inability to Pay

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter, as soon as possible with a member of staff. Please note that instalments or part-payments

of any account may ONLY be sanctioned with the express permission of Iain Carrington, Nick Freeman or David J. Parkins.

Animal Health Insurance

Please be aware that it is the client's responsibility to settle our account and then reclaim the fees from the insurance company, unless an alternative payment structure has been arranged in advance.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from Intake Veterinary Services Ltd. However, if you feel that there is something you wish to complain about, please contact Iain Carrington, Nick Freeman or David J. Parkins in the first instance following up your comments in writing if you wish to do so.

Ownership of Radiographs and Similar Records

Case records including radiographs and similar documents are the property of, and will be retained by Intake Veterinary Services Ltd. Copies of a summary of the history will be passed on by request to another veterinary surgeon taking over any case.

Data Protection

We cooperate closely with other veterinary practices in the area in order to provide a comprehensive and professional out of hours service. Client data and clinical notes may be shared with those practices to ensure rapid and effective treatment in the case of emergencies.

Out-of Hours Service

The Practice operates an out-of-hours service for emergencies. This can be accessed by telephoning any of the Practice numbers to receive all of the alternative numbers. Our out of hours and emergency response service is intended for clients registered with the practice.

Client Registration

New clients will be entered on the client register automatically. If a client's account is inactive for a period of 4 years, the client will be removed from the register. Any client sent to our Debt Collection Agency will be removed from the register.

Variations in Terms of Trading

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Practice directors. No agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.