

Terms & Conditions - Yorkshire Equine Practice Ltd

Fees

All fees, consumables 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 and consumables used. Details of our fees are available on request. A detailed invoice is provided for every consultation, procedure, or transaction.

Methods of Payment

Accounts may be settled with:

- Cash
- Credit or Debit Cards – Mastercard, Visa, Solo, Maestro, Switch
- BACS Transfer
- Receipts should be obtained for all cash payments.

Settlement Terms

Payment will be requested at the time of treatment from all new clients. This arrangement will be reviewed after a period of 3 months. Accounts are processed and invoices issued every month and payment requested within 14 days of the invoice date. Any amount not settled within 14 days of the invoice date will become immediately subject to our standard credit charge, or 2.5% per month (compound).

In the event of non-payment, within the allowed time, a reminder letter / email will be sent with a non-deductible administration charge. Overdue accounts, after due notice to you, will be referred to our Debt Collection Agency or through The County Courts small claims process unless satisfactory repayment arrangements have been made and sanctioned by us. This will incur further costs whilst collecting the debt.

Any cheque issued by you which is returned unpaid will result in your account being restored to the original sum with the addition of 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 or the withdrawal of our veterinary services.

Inability to Pay

If for any reason you are unable to settle your account as specified, we ask that you contact us at the earliest opportunity. Failure to contact the Practice, or failure to respond to requests from the Practice will result in accelerated attempts to recover the debt through official channels. The Practice prefers to achieve a mutually acceptable arrangement. Instalments or part payments can only be sanctioned by the practice principal.

Insurance

The Yorkshire Equine Practice strongly supports the principle of insuring your horse against unexpected illness or accidents. **Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.**

Payment of the insurance excess and any items not covered by your insurance policy, must be paid by the client.

When a horse's treatment costs exceed the limit of cover, the amount more than the insured amount becomes due immediately.

Client Relationship

You will ensure that we always have up to date contact details for you and you will inform us of any change of ownership of an animal.

Negative Account balances

If a client account shows a negative balance, i.e. the account is in credit, then application can be made to the practice and the credit amount will be paid to the account holder. Accounts in credit will not receive interest.

Complaints and Standards.

Errors with accounts should be addressed, as soon as possible.

All practice personnel strive to offer the best possible level of veterinary care for your horse. However, if you feel the standard of service received is insufficient, complaints should be addressed to Mr Peter Hynes MVB MRCVS in writing. All complaints will be thoroughly investigated, and a response made in writing.

Return of Medicines

In accordance with legislation and the RCVS guidelines on the safe disposal of medicines, the Practice cannot and will not refund the cost of returned medicines.

Unused medicines should be returned to the Practice for disposal. No charge will be made for this service.

Withdrawal of Veterinary Services

In the event of failure to comply with the above terms and conditions, Yorkshire Equine Practice Ltd reserves the right to withdraw veterinary services. The client will be informed in writing. Emergency first aid veterinary attention will be provided, if requested, but should be paid for at the time of treatment.

Trainers / Owners Accounts

As a trainer you will be responsible for paying for any work which you have requested. We do invoice owners directly, if requested, to help trainers out. If the circumstance arises that the owners are not keeping up to date, we will come back to the trainers for payment. The trainer is our registered client and they in turn should have an agreement in place with their respective owners regarding payment.

Ownership of Records

Case records, x-rays and similar documents are the property of, and will be retained by Yorkshire Equine Practice Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record (e.g., 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 to another Veterinary Surgeon taking over your horse's care and treatment.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by Yorkshire Equine Practice Ltd. Additionally no agent or person employed by or under contract with the practice has the authority to alter or vary the terms and conditions in any way.