



TERMS AND CONDITIONS OF BUSINESS

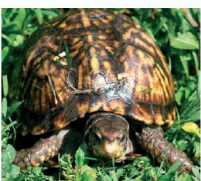


OUR COMMITMENT TO YOU

We aim to provide you with a first class service and your animal with the highest standard of treatment and care.




FEES



All fees, diet 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 diets used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request – see contact details below.




ESTIMATE OF TREATMENT COSTS



We will, upon request, be pleased to provide a written estimate as to the probable costs of treatment, but please bear in mind that any estimate given can only be approximate as sometimes an animal's treatment will not follow a conventional course.

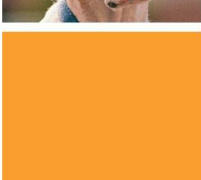


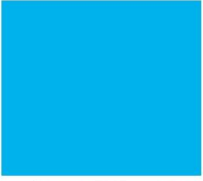
METHODS OF PAYMENT



Accounts are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drug/diets.

Your account may be settled using:

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- ❖ Cash
 - ❖ Cheque with current Banker's card
 - ❖ Credit / debit card – Switch, Solo, Delta, Mastercard or Visa. Please note we do not accept American Express



SETTLEMENT TERMS

If for any reason your account has not been settled at the end of the consultation, the discharge of your pet or upon collection of drugs/diets, a reminder will then be issued at the end of the month. In the event of non-payment within the following month, further reminders will be sent which could incur administrative costs. Overdue accounts, after due notice to you, may be referred to our Debt Collection Agency or the County Courts if satisfactory repayment arrangements have not been made with ourselves. This could incur you further costs whilst collecting the debt. Any cheque which you issue which is returned unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in your account being restored to the original sum together with any fees incurred in the process.



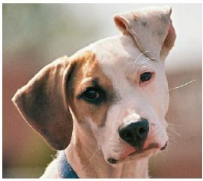
INABILITY TO PAY

If you find yourself in the unfortunate position of being unable to pay your account please discuss this matter as soon as possible with a member of staff.



PET HEALTH INSURANCE

Isle Valley Vets Ltd supports the principle of insuring your animal against unexpected illness or accidents. Details of insurance policies can be supplied upon request. Please be aware that it is your responsibility to settle your account with us and then reclaim the fees from your Insurance Company.



COMPLAINTS

Whilst we hope that our service does not give you cause for complaint, if you do wish to complain please contact the Practice Manager on 01460 66099 in the first instance.





COMPLIMENTS / FEEDBACK

We are always pleased to receive compliments / feedback on the service we provide.



OWNERSHIP OF RECORDS

Case records and similar documents are the property of and will be retained by Isle Valley Vets Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray, remains the property of the Practice. Upon request copies of records with a summary of the history of your animal will be passed to another Veterinary Surgeon taking over your animal's well being.



VARIATIONS IN TERMS AND CONDITIONS OF BUSINESS

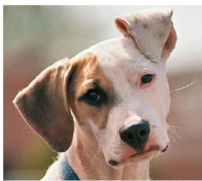
No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Isle Valley Vets Ltd Directors.

Additionally no agent of person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.



FIND OUT MORE

If you would like further information about our small animal terms and conditions or any other aspect of the services we offer, please contact our reception at:



The Veterinary Surgery
Matts Lane
Stoke Sub Hamdon
Somerset TA14 6QE

or

The Veterinary Surgery
St Michael Road
Creech St Michael
Somerset TA3 5DP

Tel: 01935 310930

Tel: 01823 444234

