

## Terms and Conditions for Cambridge Veterinary Group

### Our Commitment to you

Our vision is to deliver platinum standard first opinion veterinary care, to maximise pet welfare in addition to providing a great owner experience. Our mission is to build a strong, compassionate and dedicated team who are willing to grow and adapt in order to maintain our level of excellence.

### Opening Hours

- 8.30am – 6.30pm Monday to Friday
- 8.30am – 12pm Saturday

### Consultations

Consultations are by appointment only. We schedule 15 minutes per appointment to allow sufficient time for a thorough clinical assessment and treatment plan. We politely request that you don't bring 2 pets to one appointment as this will cause the surgery to over-run. Each pet needs a designated appointment slot.

### Fees

All fees, diets and medications are subject to VAT at the current rate. A list of fees and common medications is available on request. An estimate of costs can be provided in advance of any treatment. Where costs are likely to change, given the unpredictable nature of some treatment plans, we will endeavour to keep you updated on a daily basis.

### Payment terms

We request that all fees are paid for on the day that veterinary services/products are supplied to you to minimise costly administration and build up of debt. We accept cash, cheques and credit/debit cards (Mastercard, Visa, Visa Debit).

We can provide a written estimate of costs in advance of any treatment.

### Recovery of debt

If an account is not settled on the day of treatment, an invoice will be posted to your registered address. For your convenience, payments can be taken over the phone. After due notice to you, overdue accounts will be referred to our Debt Collection Agents and further charges will be levied in respect of costs incurred in collecting the debt.

If you are unable to settle your account as specified, please discuss the matter as soon as possible with a member of the team. Special payment terms can only be sanctioned by the practice owner.

### Out of hours provision

In order to maintain the high level of care that we expect at this Practice, we have taken the decision to use an emergency clinic to provide our out-of-hours cover. Our 'out-of-hours' is provided by the designated emergency clinic, Vet24

(<http://www.vet24hour.co.uk/>). They have clinics in Whittlesford and Milton. Should you

find you are needing urgent veterinary treatment after normal working hours, you can either dial our usual number (01223 249331) and press "1" or ring Vet24 directly on 0845 500 4247.

#### Overnight hospitalisation

We often have to hospitalise pets overnight whilst they receive ongoing treatment. We don't have anyone present in the building overnight. The building is secure and alarmed. If your pet requires continuous monitoring overnight, we might recommend they are transported to Vet24 where they can be supervised throughout the night.

#### Repeat Prescriptions

If you require more medication for your pet (including parasite control) we request that you ring or email the practice in advance of collection. We require 24h notice (48h over a weekend) to prepare a prescription for you to allow time for a veterinary surgeon to authorise the medication and for it to be ordered from a wholesaler, if necessary. You are entitled to purchase your medication from another pharmacy. Written prescriptions cost £13 (2018).

Please be aware that to be able to prescribe POM-V medications an animal must be 'under our care.' This means that a veterinary surgeon must see your pet on a regular basis, usually every 4 months, depending on the nature of their condition. Parasite treatment can be provided to pets seen within 12 months.

#### Referrals

Should we feel that your pet requires specialist treatment, we may offer you the option of a referral to a specialist practice. We are very lucky in Cambridge as there are several local referral centres including Queen's Veterinary School Hospital, The Animal Health Trust and Dick White Referrals.

#### Data Protection

Our client details are stored on a secure Practice Management System and are NEVER shared with external parties without your permission. We may use your contact details to send out reminders for vaccinations or newsletters and we also send out text alerts or emails for appointment reminders and for parasite control. Wherever possible we prefer to have an email address and mobile number in an attempt to be as paperless as possible. If you don't want your details to be used in this way, please let reception know.

#### Insurance

We recommend you consider insurance for your pet to prepare for those unexpected veterinary fees. There are an enormous number of insurance companies to consider. Our advice would be to get a "life long" cover rather than a policy that stops cover after one year for one particular illness. For dogs and cats under 18 months of age, we offer 5 weeks FREE insurance with Agria Insurance. Please ask reception if you would like to take up this offer.

We expect you to settle your account with us and then reclaim the fees from your insurance company. Only under specific circumstances, and with the permission of the practice owner, will we consider direct insurance claims (where the insurance company pays us directly).

Due to the complex nature and time taken to complete insurance forms, we charge an administration fee when submitting insurance claims on your behalf.

#### The Wellness Plan

We offer a healthcare plan for your pet (The Wellness Plan) which enables you to spread the cost of your pet's routine healthcare over 12 monthly affordable payments. The plan includes vaccinations, worming and flea treatment, a free vet consultation, nurse clinics as well as discounts on other veterinary services.

#### Feedback

We welcome any feedback you might have about our Practice, good or bad! This helps us to make any necessary amendments to ensure standards are maintained. Any suggestions can be sent in writing via email ([info@cambridgevetgroup.co.uk](mailto:info@cambridgevetgroup.co.uk)) or by telephone (01223 249331) to Lucy Crosby (Practice owner).

Whilst we hope you never have recourse to complain, should you want to raise a concern then in the first instance, please speak to the person in charge of your pet's care. If they are unable to find an acceptable resolution, then we request you put your complaint in writing to Lucy Crosby (Practice Owner). She will either respond by letter or phone call and may offer a one-to-one meeting depending on the nature of the complaint.

#### Ownership of Radiographs and Other Records

The care given to your pet may involve undertaking specific investigations such as taking a radiograph, ECG or ultrasound. Even though the Practice makes a charge for carrying out these investigations and for interpreting their results, ownership of the record (eg. radiograph) remains with the Practice. Case history records and similar documents are the property, and will be retained, by us.

#### Social Media

We have a website detailing more about our services as well as handy care sheets, videos and newsletters ([www.cambridgevetgroup.co.uk](http://www.cambridgevetgroup.co.uk))

We are also on Facebook ( <https://www.facebook.com/CambridgeVeterinaryGroup>) and Twitter where we share interesting veterinary related topics as well as news specific to our practice.

#### Variations in Terms and Conditions of the Business

We have the right to amend the terms of conditions where appropriate in order to comply with changes in law for commercial or regulatory reasons.

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

