



 info@cotswoldcatclinic.co.uk

 www.cotswoldcatclinic.co.uk

 01386 240220

 VAT 487 8871 11

Terms of Business

Welcome to our practice. We would like to thank you for entrusting the care and attention of your cat to The Cotswold Cat Clinic. We would ask that you take a few moments to read the following terms of business. If any of the details are unclear, please ask for further clarification.

Practice opening hours

We are currently open Monday to Friday 9.00am – 6.00pm.

Fees

All professional fees, diets 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. The cost of most routine surgery includes the cost of one post-operative check, but does not include the cost of any further consultations, dressings, consumables or drugs used. We are happy to provide estimates as to the probable costs of a course of treatment upon request. It remains the owner's responsibility to ensure that they have received an estimate of the costs of treatment prior to it being administered if they have concerns about their ability to pay. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a typical course. Therefore costs may vary according to the response to treatment or other factors. You will receive a detailed invoice of these charges for every consultation, surgical procedure and transaction with us.

Methods and terms of payment

Settlement is expected at the end of a consultation and at the time when drugs or food are collected.

We are a cashless practice. Only in **exceptional** circumstances can the practice allow a delay in payment. Delayed payments must be agreed with the veterinary surgeon **prior** to treatment, with a written note made on the client's records. We reserve the right to request that any delay in payment must be in the form of a standing order with your bank. Payments can be made over the phone. Should an account not be settled within 14 days then a reminder will be sent. Further reminders will incur an additional accounting fee in respect of administrative costs incurred. The practice reserves the right to use debt collection agencies at any stage where agreed payment plans have not been complied with, or where the practice is concerned about non-payment. Further charges will be levied in respect of costs incurred in collecting the debt. We may suspend the provision of any further goods and/or veterinary services until the outstanding sum is paid in full. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided.

Pet Insurance

We strongly support the principle of insuring your cat against unexpected illness or accident. Under the Financial Services act we are unable to recommend any particular insurance policy. We would generally recommend a “for life” policy. In most cases you will be responsible for settling our bill at the time of treatment and then claiming reimbursement of the amounts covered by your policy from your insurance company. For bills in excess of £500 we can usually make a claim for your insurance company to pay us directly, as long as you provide us with a signed and completed claim form within 5 working days of invoicing. You will need to pay the **policy excess at the time of treatment**. Any outstanding amount not covered by the insurers will be due for payment immediately after the insurers have settled the claim. In the unlikely event that a claim for direct payment has not been settled within 6 weeks we will require you to settle the account directly with us. Any claims for ongoing treatment will need to be paid by you at the time and claimed back from your insurance company. There will be an admin charge to process direct claims of £20 which is included in the preventative health plan.

Transporting your pet

The responsibility for your pet whilst waiting for a consultation is with you and therefore, we would request that all cats arrive at the surgery and leave enclosed in a suitable secure carrier. Baskets are available for sale or hire at reception upon request but we may require 24 hours’ notice.

Repeat Examinations and Repeat Prescriptions

It is practice policy that any cat with an ongoing illness is re-assessed by a vet at intervals of not more than six months. In the case of flea and worming treatments a period of 12 months is allowed. Regular monitoring of your cat ensures that we comply with the appropriate medicines legislation and that best results are achieved. In some cases of chronic disease, we can offer repeat prescriptions without the need to see your cat. All requests for repeat medication have to be authorised by one of our veterinary surgeons. You may obtain Prescription Only Medicines, Category V (POM-Vs) from the practice or ask for a written prescription which is charged at £20 to obtain these medicines from an online pharmacy or another vet practice. A written prescription may not be appropriate if your animal is an in-patient or if immediate treatment is necessary. Request for repeat and/or written prescriptions can be made by e-mail or by telephone, but a 48-hour notice period is required before the medicines/prescription are available for collection.

Reminders

You are responsible for ensuring your cats routine healthcare is up to date. Wherever possible, we provide a reminder service to help remind you of specific dates for routine vaccination, flea and worm treatments. We are not responsible for lost reminders or reminders you have not viewed. It is your responsibility to book these appointments, and we are not accountable should your animal become overdue for routine healthcare.

Patient records

Patient records are the property of The Cotswold Cat Clinic, but clients are free at any stage to request a copy of computer record of their pet’s clinical case notes. 24 hours’ notice is required. The practice reserves the right to make a charge to cover the cost of producing these records. This charge

will be notified to the client at the time of request or as soon as reasonably feasible thereafter. No charge is made when transferring clinical notes to another veterinary surgery.

Ownership of patient records other than clinical notes

The care given to a patient may require specific investigations, for example radiographs or ultrasound scans. A professional fee is charged for carrying out these investigations and interpreting the results. However ownership of the resulting record, for example x-ray images, remains with the practice. Clients are encouraged to view and discuss all x-rays/blood results etc when they collect the patient. In the event of the client moving practices or going to a referral consultation, x-ray images and other documentation may be forwarded direct to that practice where it is felt appropriate.

Out of Hours Emergency Service provisions

Out of hours emergency care at The Cotswold Cat Clinic is provided by Vets Now either in Cheltenham or Worcester who are a dedicated Veterinary emergency service. In the case of an emergency please ring our normal number – 01386 240220 where our vet Catherine will provide emergency cover Monday to Friday 8.30am – 9.00am and 6.00pm – 7.00pm, Saturdays 8.30am – 12.00pm before handing over to Vets Now.

Emergency fees are charged directly by VetsNow and a phone message will redirect you to the emergency clinic

VidiVet: There may be times when you are unsure whether your cat needs emergency out of hours care when the practice is closed or during the day if you are unsure and don't want to travel unnecessarily. For this reason, we have partnered with the 24/7 digital emergency triaging service **Vidivet**. You can text, video or send your photo query to a Vidivet vet, all of whom are over 10 years qualified, and you'll receive a prompt personalised video response giving you helpful guidance and advice. **You can contact them as many times as you need day and night.** We believe this is such a valuable service that we have made VidiVet FREE for all clients registered with us. More information about VidiVet is available at www.cotswoldcatclinic.co.uk

What overnight care is available if my cat has to stay in?

If your cat requires hospitalisation overnight, the vet will discuss care available to you. For pets that require close observation and are unstable/critical, we would suggest transfer to our out of hours provider VetsNow. You will need to transport your cat to the hospital facility.

The Cotswold Cat Clinic does not have team members on site overnight. If your cat stays here (after discussion and agreement with you), the admitting vet will agree out of hours checks but generally pets on the premises will not routinely be checked between 10.30pm and 7.30am.

House visits

In certain circumstances we will try and comply with owner's requests for a house visit. However, due to the time away from the surgery that a domiciliary visit requires, it may not always be possible as we are a single vet practice. House visits are undertaken at the discretion of the Veterinary Surgeon and are not available outside practice opening hours.

Complaints and Standards

At all times it is our intention to try and ensure client satisfaction with the service that is provided, and we hope that you never have cause for complaint. In the event that you are unhappy with any

aspect of our service, please email info@cotswoldcatclinic.co.uk or write to Cotswold Cat Clinic, Sycamore Drive, Honeybourne, WR11 7AE. A member of the team will acknowledge receipt of the complaint and forward it to the Directors/ Practice Manager who will aim to respond within 2 weeks. Should we be unable to resolve a dispute we would present the case to our governing body The Royal College of Veterinary Surgeons.

The practice reserves the right to terminate the service it provides to a client and his/her animals. This will be done in writing and allow 7 day period to permit the client to register with another veterinary practice. We will transfer patient records on request to the new practice. In the event of verbal or physical abuse to any member of practice staff, the practice reserves the right to provide no further treatment to the animals of the client, and the client will be banned from the practice premises with immediate effect. The practice reserves the right to involve the police where it feels it appropriate.

Any addition or variation to these conditions will be displayed in reception for a period of at least 3 months but we regret we are unable to notify clients individually