



Archway Veterinary Practice
Crag Court, Lindale Hill
Lindale, LA11 6LU
015395 32669

EQUINE TERMS AND CONDITIONS

Our General terms & conditions together with the specific equine terms set out in this document form the basis of a contract between you and Archway Veterinary Practice and are the terms under which we will be providing services to you for a one-off treatment or on an ongoing basis. To register as a client you must be over 18 years of age.

Visits

Before your first visit we must have a completed registration form, which is signed to confirm that you have read and agreed to our terms and conditions. Our normal office hours are from 9.00am to 6.00pm Monday to Friday and 9am to 12 noon Saturday. An 'Out of Hours' fee will be charged for all visits required outside these times.

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. A detailed invoice is produced for every visit, procedure or transaction.

Settlement terms

New clients are required to pay in full at the time of veterinary attendance for the first 6 months. Thereafter you may submit a Credit Application Form for credit up to a maximum limit of £1000.00. Credit will be offered at the discretion of the Directors, provided that all standard payment terms have been adhered to.

All fees are payable within 14 days of invoicing. Outstanding balances over 14 days will receive a non-refundable administration fee of 5% above the Bank of England base rate applied monthly to statements. Failure to forward payment for veterinary services will result in withdrawal of future treatment and/or visits, and we will refer the matter to our debt collection agents which will incur costs and possible court action, and the client will be liable for all additional costs.

Methods of Payment

Your account may be settled by Cash, Credit or Debit Card, BACs (Bank Automated Credit Service) or Direct Debit.

Inability to Pay

If you find yourself in the unfortunate position of being unable to settle your account please discuss this matter as soon as possible with the Accounts Dept. Instalments or part payments of any account may only be sanctioned with the permission of the Directors.

Insurance Claims

It is your responsibility, as owner to notify your insurance company that your horse is undergoing treatment, however we will offer administrative assistance where necessary. Payment for treatment is required by you, the Owner/Keeper and not the insurance company. The role of the insurance company is to reimburse you for fees paid to us. In exceptional circumstances we may accept direct insurance claims at the discretion of the practice manager.

Clinical records

Clinical records including radiographs , Laboratory reports and ultrasounds remain the property of Archway Veterinary Practice. Copies of clinical notes and images can be made available on request, for forwarding to a referral or alternative veterinary practice.

Vaccine Reminders

We endeavour to send vaccine reminders to clients but recommend that you keep a record of when vaccinations are due, rather than relying on these reminders. We do not accept responsibility for missed vaccinations.

Complaints and standards

We hope you would never have cause to complain about the standards of service you receive, however, if for any reason you feel dissatisfied or you would like to discuss a matter with us, please contact our office (015395) 32669 or reception@archway-vets.com. If the matter is not resolved to your satisfaction the issue will be referred to one of the Directors.