



# The Mewes Vets

*Treating pets as friends*

telephone: 01444 456886

enquiries@themewes.co.uk

www.themewesvets.co.uk

## **STANDARD TERMS OF BUSINESS**

Thank you for entrusting the care of your pet to The Mewes Veterinary Clinic. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you. Please ask for further explanation/clarification if required.

### **SURGERY OPENING TIMES**

Opening times are:

Monday – Thursday 8:30am – 7:30pm

Fridays 8:30am – 6:30pm

Saturdays 9:00am – 12.30pm

We are closed Sundays and Bank Holiday.

Normal operating times are Monday – Friday 9:00 – 1:30 We do not operate on Saturdays apart from emergency surgery.

### **IN-PATIENT CARE**

All inpatients are monitored closely throughout the day by our highly trained and experienced Veterinary Surgeons and Registered Veterinary Nurses team who will keep you informed of their progress and care.

### **FEES**

All fees, diets\* and drug charges are subject to VAT at the current rate. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction. All referral letters and the filling in of insurance claim forms are charged for at our current rate.

\*VAT rates vary on food i.e. Rabbit food is exempt from VAT.

### **METHODS OF PAYMENT**

Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- CASH
- CHEQUE with current Banker Card
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta, Electron.

### **ESTIMATES OF TREATMENT COSTS**

We can supply you with estimates for a course of treatment or surgery but please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course.

### **SETTLEMENT TERMS**

Should an account not be settled in 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

### **INABILITY TO PAY**

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that installments or part-payments of any account may ONLY be sanctioned with the express permission of Mrs J. Mewes.

### **OUT OF HOURS EMERGENCY SERVICE**

Our out of hours emergency calls are covered by P.E.T.S, The Deneway, London Road, Brighton, West Sussex BN1 8 QR. If you should have a veterinary emergency outside of our opening times their contact number is 01273 566993. They have a highly qualified and experienced veterinary team to see clients and look after in-patients 24hrs a day, 365 days a year. Their initial consultation fees can be seen on their website dependent on the time and day you are seen.

### **PET HEALTH INSURANCE**

The Mewes Veterinary Clinic strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask any member of staff for details of insurance. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company. We will recommend that we assist you to fill in your claim form if you so require, for which we charge a fee.

### **WRITTEN PRESCRIPTION FEES**

We can provide written prescriptions on request, and charge a fee for this service.

### **COMPLAINTS AND STANDARDS**

We hope that you never have recourse to complain about the standards of service received from The Mewes Veterinary Clinic. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Mrs J. Mewes.

### ***OWNERSHIP OF RECORDS***

Case records including radiographs and similar documents are the property of, and will be retained by, The Mewes Veterinary Clinic. Copies with a summary of the history will be passed on request to another veterinary surgeon taking on the care of your pet should you move away.

### ***OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS***

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice.

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

### ***CLIENT DATA***

In order to comply with our obligations under the Data Protection Act 1998 we follow procedures in the storage and disclosure of personal information that you have given us in order to prevent unauthorized access, misuse, alteration or loss of information under our control.

### ***REFERRALS***

Should your pet need referral for specialist treatment or surgery we will make the necessary arrangements upon discussion with you. We will ensure all relevant history, laboratory results and diagnostic imaging are transferred to the referral clinic for continuation of care for your pet. We charge a fee for this service.

### ***SECOND OPINIONS***

We hope you will be satisfied with our care but should you request a second opinion from either one of our other Veterinary Surgeons or by another practice we will ensure all the relevant information is made available.