



## Terms & Conditions

# Welcome to Whiskers Vets

A place where your pets are not just patients; they are valued members of our extended family





## Whiskers Terms and Conditions

### Effective from 1.2.24

Thank you for entrusting the care and attention of your pet to AMLH Ltd, trading as Whiskers Vets.

Whiskers vets is a small animal practice open 6 days a week (Monday – Friday between 8am and 7pm, and Saturday between 8.30am and 1pm). We provide 24/7 cover aided by the support of two emergency service providers at a different site to that of our own, details of which are given below.

#### Staff and practice policy

We will endeavour to treat you with courtesy and respect at all times. Please be aware that all calls are recorded and may be used for training and monitoring purposes. We may request to photograph your pet for marketing purposes or to share their story in our newsletter, website or Social Media.

We do not tolerate any threatening or aggressive behaviour.

#### Owner responsibilities

We believe it is in your pet's best interest to follow our recommendations in keeping your pet healthy. We ask you to take our advice on preventative health care and offer ease of doing so by way of membership to our Whiskers Wellness Club.

We also ask that you keep all dogs controlled on a short lead and that all cats are presented in a properly secured carrier. Please try and keep dogs and cats separate in the reception area.

Please make us aware if your pet is nervous or aggressive to other pets or humans.

#### Treatments and procedures

In accordance with the Royal College of Veterinary Surgeon's code of conduct, our Vets responsibility lies in the patient's welfare above all else. Diagnosis and treatment options will be discussed with you to provide informed consent prior to any action taken. You have the right to refuse treatment of your pet, unless this leads to a breach of the Animal Rights Act 2006, which states we must prevent suffering and alleviate pain adequately in an animal under our care. Any refusal of treatment will be noted in our clinical records.

#### Fees

All fees, diets and drugs charges are subject to VAT at the current rate. Fee levels are determined by the professional time spent on a case, and according to the drugs, consumables and diets used. A detailed breakdown in fees is available for every transaction.

#### Methods of payment and settlement terms

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

- Cash
- Credit/debit card

We may ask for a 50% deposit of estimated treatment cost for any non-routine procedures.

#### 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 the Practice Principal or the Practice Manager on 01626 835002.

If for any reason your account has not been settled as specified, we will contact you and send a reminder to do so. We reserve the right to refer you to our Debt Collection Agency if satisfactory repayment arrangements have not been made with us.

#### Special orders

Goods that specially ordered for our patients and not kept routinely in the Whiskers pharmacy will be subject to payment upfront.

#### Estimates of treatment costs

For any treatment we are pleased to provide a written estimate. Please note that this is an estimate and that the nature of a pet's condition may change. Whilst we endeavour to honour that estimate, the progression of an illness may necessitate the need to amend and increase the cost. We will aim to discuss any amendments prior to continuing with treatment, however in some emergency cases, this may not be possible.

#### Pet insurance

Whiskers strongly supports the principal of insuring your pet against illness or accident. Please ask about insurance from any member of staff who will provide guidance on different types of cover. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance provider. An admin fee will be charged for the completion of all Insurance claims.

#### Ownership of records, x-rays and similar documents

All the records made by Whiskers, including images, are the property of the practice. However, if you wish to see any of those records relating to your pet then Whiskers will usually be able to provide you with a copy of any relevant clinical records they hold.

Please note if you have changed veterinary practices, the new practice will request your approval to get a copy of your pet's records from your previous vet to assist with continuity of care. We may also release these records to Pet Insurance Companies when claiming fees under your insurance.

#### Whiskers Wellness Club

Please note that if you are a client of the Whiskers Wellness Club, then the Whiskers Wellness Club terms and conditions apply to this service. A copy of which is available on our website, or can be provided by a member of staff at the practice.

#### Concerns

We hope that you never have concern over the standards of service at Whiskers Vets. We always appreciate any feedback where we can improve our service. Should you feel that there is something you wish to raise, please direct your comments in writing to the Practice Principal or the Practice Manager at Whiskers Vets, 22 Battle Road, Heathfield, Newton Abbot, TQ12 6RY. Upon receipt we will acknowledge your letter and respond within 14 working days.

### Consent

Written signed consent for procedures is required by the owner or agent in all cases of admission to the practice. Please take the time to read through the consent forms before signing. You agree that we have the legal right to provide for your animal without your consent, where your consent cannot be easily obtained, emergency treatment which is essential for its welfare.

We can accept instructions from third parties who bring your animal into our Practice (such as family members, pet kennel owners or pet sitters), although we may refuse to accept instructions if they are under the age of 18 or we have reason to believe that they are not authorised to represent you. You can contact the Practice to let us know who is authorised or not authorised to represent you at any time.

### Return of unused medication

We are happy to accept unused medications back in the practice for safe disposal. Medication which has left the premises is no longer able to be resold and therefore no refund can be given.

### Long term reviews

It is necessary for both the welfare of your pet and to meet legal regulations that animals are re-examined by the practice if they are receiving long term medication. The interval will be at the discretion of the veterinary surgeon and made on a case-by-case basis. This will depend on details such as the stability of the condition, the age of the patient and the type of medication being authorised. In most cases this will be every three to six months. Please be aware the consultation for the medication review will be charged for.

Please allow us two working days notice for repeat prescriptions. We need to have each prescription authorised by a veterinary surgeon and ordered to the practice for you.

### Home Visits

Your pet will benefit most from receiving care at the practice. Here we have all equipment, facilities, staff and medicines. There are some circumstances where we will agree to attend away from the practice. We endeavour to visit at your convenience, but with your understanding that this must be arranged around other duties. There is an additional charge for a home visit. You will be provided with an estimate of this on request.

### Out-of-hours service

Whiskers Vets have made provision for 24 hours emergency cover throughout the year. Outside of our opening hours, cover is provided by either:

- Exonia Veterinary Emergency Services (EVES) located at Saint Davids Station, Exeter EX4 4NT. EVES are open and may be used for emergencies between 7pm and 8am Monday to Friday, until 8.30am Saturday morning, and between 1pm Saturday afternoon and 8am on Monday morning at the weekend)
- Minight Vets is an alternative site located at Dart Vale Vets, Station Rd, Totnes TQ9 5J. Minight is open between the hours of 7pm and 8am Monday to Friday and 1pm to 8 am on both Saturday and Sunday

Please find more details in your welcome pack. Their terms and conditions can be found online.

### Hospitalisation

If your pet needs to be hospitalised outside of the practice opening hours, there are two options:

- We can seamlessly continue your pet's care here at Whiskers. Your pet will stay on site but it is important to note that our staff will not be on site at all times. The frequency of visits will depend on the condition and treatment required. The number of visits will reflect in the charge applied. This will be discussed with you and consent gained prior to the event.
- Your pet can be transferred to our dedicated out of hours centres. At EVES and Minight, a clinical member of staff is on-site at all times. It is important that you understand that they also have responsibility for the emergency cover and inpatient care for a number of other local practices. Transfer to the out-of-hours provider is often recommended by our staff as best practice, and certainly if your pet needs intensive care or frequent checks.

If EVES or Minight are used for overnight hospitalisation, your pet will need to be transferred by yourselves at the end of our opening hours and then back to Whiskers the following morning. We ask that you help us by making the journey to transfer them.

### Written prescriptions

You may obtain Prescriptions Only Medicine (POM-V) from your veterinary surgeon directly or ask for a written prescription and obtain these medicines from your own choice of pharmacy. Your veterinary surgeon may only prescribe for animals under their care. A written prescription may not be appropriate if your animal is an inpatient or immediate treatment is needed. There will be a cost for the vet to issue a written prescription. You will be informed, on request, of the price of any medicine that may be dispensed for your animal.

It is an offence to alter a prescription in any way without authorisation from the prescribing veterinary surgeon.

### Referrals and second opinions

If you wish to request a referral to, or a second opinion from, another veterinary surgeon or practice we will forward on all clinical records promptly to that veterinary surgeon or practice.

### Refusal of Treatment

The practice reserves the right to refuse treatment of an animal if:

- To do so would be detrimental to the patient.
- It would be considered unethical or in breach of RCVS recommendations.
- A breakdown of trust has been considered to have taken place between you and the practice.

The practice reserves the right to limit treatment of an animal to first aid and immediate relief of pain only if:

- The patient cannot be safely restrained and therefore presents a danger to our staff.
- The terms of payment have been breached.
- We have reason to believe that the patient is receiving treatment by another veterinary surgeon and we have not received a current clinical history.



There may be times where we are unable to treat your pet. This is typically because the Practice may not have the relevant experience or expertise, or because the necessary equipment or medication is unavailable within the timescales applicable to your animal's needs. We will let you know as soon as possible if this is the case.

#### **Our rights to end the contract**

We may end your contract immediately at any time for any of the following reasons:

- If the information you have provided on registration is inaccurate, incomplete or misleading
- You break any of the terms and conditions
- If you display threatening or aggressive behaviour.
- If you do not make a payment within our terms, and still do not following our reminder
- If you sell medicines that have been dispensed to you
- It is within our discretion to withdraw our Services at any time. We may write to you to let you know that we are going to stop providing all or any part of our services. We will let you know as soon as reasonably possible and will refund any fees you have paid in advance for the Services which will not be provided.

#### **Delivery or orders**

Whiskers will take all reasonable steps to make available any goods or medicines when required, but shall not be liable for any delay occasioned by the failure of others to deliver as arranged.

#### **Title**

Title in any goods sold by Whiskers shall not pass to the client until payment of in full of all sums due to Whiskers has been made but the risk in the goods shall pass the client upon collection.

#### **Liability**

We carry professional Indemnity Insurance in the sum of £250,000/150,000 (Vet/Nurse) for criminal or disciplinary action, £10m for civil liability relating to human injury, and £250,000 for damage to property or pet ("insured sum"). We supply veterinary services and products to you on the condition that our liability for any loss, cost or expensive rising out said supply shall not exceed and shall be limited to a maximum of this insured sum. If you wish us to assume a level of liability greater than the insured sum than we shall consider this only after requesting writing.

#### **Data Protection**

Whiskers Vets will use your personal data in order to provide you with veterinary products and services. For more information, our Privacy Policy can be found on our website, or in print in the practice. Please feel free to ask our receptionist for a copy.

#### **Prohibition on imaging and recording devices**

To protect the privacy of our staff and other clients of the Practice, the use of imaging and recording devices is prohibited on the practice's premises. Any individual found to be taking images or recordings will be asked to delete the material. Whiskers Vets reserves the right to take legal action against any individual that covertly uses any imaging or recording device in a Practice, and/or uploads such material to social media (including Tik Tok, Twitter, Instagram and Facebook) or any internet site.

#### **Security**

Whiskers will accept no responsibility for the security of vehicles and or property of the client while on the premises.

#### **Use**

No assumptions should be made by the client for the fitness of any goods or medicines for any purpose other than that specifically prescribed by the veterinary surgeon. Any such use or adaptation shall be at the risk of the client.

#### **Variations in terms of trading**

No addition of variation of these conditions will bind the practice unless it is specifically agreed and writing and signed by the Company Secretary or that authorized representative full stop no agent or person employed by coma or under contract with the practice, authority to order or vary these conditions in any way.

Please note, if this contract is ended it will not affect our right to receive any money which you owe to us under this contract.

The terms and conditions will be updated as necessary and an up-to-date copy is available on request or on our website.

Printed .....

Signed .....

Date.....

