

Ace Vets (Cranham)
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TERMS AND CONDITIONS

Ace Vets (Cranham) aims to provide high quality veterinary health care. For this reason, our fees and trading conditions (detailed below) are structured to allow the practice to provide this service. We invest in modern facilities for the benefit of all our clients. The service we offer is constantly reviewed and improved. A copy of this notice is available for you to take away if requested.

Responsible Pet Ownership, Ace Vets, and You

Just like you, Ace Vets believes in the principle of responsible pet ownership and the benefits of preventative healthcare. This includes regular appropriate vaccinations and regular flea and worm control for dogs, cats and rabbits. Ace Vets recommends microchipping as the best permanent means of identification for your pet.

In order to help you budget for your pet's routine healthcare needs, and to also make the unexpected bills more manageable, we're pleased to offer the Ace Vets Healthcare Plan. Please ask your local Ace Vets practice for more details.

Pet Health Insurance

Animals can become ill or get injured without warning. Ace Vets strongly supports the principle of insuring your pet against unexpected problems and the bills that can go with these. Please ask for details about insurance from any member of staff at your local Ace Vets practice. Please be aware that, unless we specifically arrange otherwise in writing, it is your responsibility to settle your account with us and then reclaim the fees from your insurance company. Please note that the Ace Vets Healthcare Plan is not an insurance policy.

Fees

Sadly, there is no National Health Service (NHS) for pets and Ace Vets relies on fee income to invest in constantly improving the standards of our facilities, equipment and staff to benefit our patients and clients.

Please ensure all fees are paid at the time of treatment as this helps to keep the level of fees as low as possible for all clients.

All professional fees, pet shop and medicine charges are subject to VAT at the prevailing rate. Fee levels are determined by the time and skill level required for a case as well as medicines, materials, laboratory tests, consumables and diets used. Fee levels will also have a

contribution towards general overhead costs. Itemised fees are always available for every treatment. You are liable for any fees incurred in the diagnosis and treatment of your pet even if your pet is brought to us on your behalf by an agent, for example a relative or friend.

No medicines or pet shop items can be dispensed without payment being received at the time the items are collected. This does not include items dispensed as part of the Ace Vets Healthcare Plan, which are subject to the terms and conditions of the plan.

The veterinary surgeons and staff will be pleased to discuss likely costs at any time – please don't hesitate to ask.

Methods of payment

Accounts are due for settlement at our discretion at the end of the consultation or treatment, the discharge of your pet, or upon collection of medicines and other pet requisites. You may settle the account using cash or a credit/debit card – we accept Mastercard and Visa

Estimates of treatment costs

We will provide written estimates as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate as it is not always possible to predict how a pet's illness will progress, and often a pet's illness will not follow a conventional course. We will try to contact you on the telephone numbers you have given us if we believe the treatment costs are going to exceed the estimated costs. If, however, you are not contactable, we will treat your pet as is necessary for the prevention of pain and/or suffering.

Settlement terms

Should an account not be settled within seven days, then a reminder will be sent. This will include an additional accounting fee in respect of the administrative costs incurred up to 10%. Should it be necessary for further reminders to be sent, further charges will be incurred. These however, may be deducted at Ace Vets's sole discretion if payment is made promptly. 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 (these include, but are not limited to, the 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.

All missed appointments will be charged for unless reasonable notice of cancellation is given. It is at Ace Vets' sole discretion not to charge for a missed appointment.

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 instalment payments or part-payments of any account may only be sanctioned with the express permission of an authorised partner after appropriate checks have been made and you will need to sign an acknowledgement of debt. The granting of permission for instalment payments rather than full payment at the time of treatment is at Ace Vets' absolute discretion.

Ownership of records

Case records including radiographs, clinical notes, laboratory records and similar documents are the property of, and will be retained by, Ace Vets. Part of the fees charged will be for interpretation of such radiographs or laboratory reports. A summary of the history will be passed on to another veterinary surgeon taking over the case. Should you wish to obtain a copy of the case records or radiographs, Ace Vets will provide these, if there is a cost to the business in order to provide these, that debt will be passed to the owner.

Out-of-hours Policy

Ace Vets uses Essex Vets Rainham, 2 South End Road, Rainham RM13 7XH, 01708 592290 as their out of hours provider who covers animals hospitalised overnight.

Prescription Policy

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, category V, (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon may prescribe POM-Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The general policy of this practice is to re-assess every three months any animal that requires repeat prescriptions, but this frequency may increase or decrease depending on individual circumstances and the opinion of the veterinary surgeon. The standard charge for a re-examination for such purposes is the prevailing price of a consultation fee. There is a charge for providing prescriptions. Please ask a member of staff for the current prescription fee.

In-patient care

Level of inpatient care provided during normal practice opening hours

Our staff will provide appropriate and adequate in-patient care for your pet, as decided and instructed by the Veterinary surgeon on duty. This care includes being housed in a comfortable environment, monitored and treated commensurate with your pet's condition, by persons with the requisite level of knowledge and expertise. During normal practice opening hours a member of staff will be present on the practice site at all times and will be available to provide in-patient care to your pet.

Level of inpatient care provided outside of normal practice opening hours

Patients that require overnight care and hospitalisation will be transferred, by either the practice or by the owner, to a dedicated out of hours provider. If such a centre is not available the veterinary surgeon will inform the client of the procedure for the continuous care of your pet, this may include your pet being hospitalised without continuous supervision. The veterinary surgeon will discuss the available options with the client, this discussion will include the frequency of in-patient checks.

Referrals and second opinions

The veterinary surgeon will facilitate a client's request for a referral or second opinion. A referral may be for a diagnosis, procedure and/or possible treatment, after which the case is returned to the referring veterinary surgeon, whereas a second opinion is only for the purpose of seeking the views of another veterinary surgeon.

When will we refer?

Veterinary surgeons will recognise when a case or a treatment option is outside their area of competence and will be prepared to refer it to an external organisation or institution, whom they are satisfied is competent to carry out the investigations or treatment involved.

The veterinary surgeon will make a referral appropriate to the case. When considering what is appropriate the veterinary surgeon will consider all relevant factors. These might include the ability and experience of the referral veterinary surgeon, the location of the service, the urgency of treatment and the circumstances of the owner, including the availability and any limitations of insurance.

In cases where the client does not accept the veterinary surgeon's advice regarding referral and would instead prefer referral to a colleague, organisation or institution of which the referring veterinary surgeon has insufficient knowledge to determine appropriateness, they may need to advise their client accordingly. In some such cases, the veterinary surgeon may consider that they cannot be party to such a referral relationship.

Both the referring veterinary surgeon and the referral veterinary surgeon will ensure that the client has an understanding of the likely cost arising from the referral.

General

Ace Vets may contact you either by letter, phone, text or electronic means in order to advise you of outstanding accounts, reminders of your pet's preventative healthcare treatments, and any marketing initiatives that might be of benefit to you or your pet. Please inform us if you wish to modify how we may contact you. Please be aware that choosing to have no contact from us at all will remove the ability of the practice to send vaccination reminders.

Reminders are provided as a complimentary service to our clients. Ace Vets accepts no liability for any loss, damages or costs which may result from the failure of a client to receive

any reminder.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the group's partners. No agent or person employed by, or under contract with Ace Vets, has the authority to alter or vary these conditions in any way.

All data collection, storage and usage is anonymised and fully compliant with relevant data protection regulations.

Social media

I understand some pictures or videos of my pet may be taken in the clinic and used on social media. If you prefer to opt out, please tick the box [].

Ace Vets is committed to providing an exceptional standard of service and care to our patients and clients. We realise, however, that things can sometimes go wrong and there may be occasions when you feel your expectations were not met. If this happens, we want to hear about it so that we can try to put things right.

Our complaints procedure is simple and is as follows:

If you have a complaint, you should make this in the first instance to the head nurse at the practice you have attended, preferably by speaking to the head nurse over the phone or in person, as appropriate. Most problems can be sorted out easily and quickly, often at the time they arise and directly with the person concerned.

If your complaint cannot be resolved by the vet at the practice, you should then follow the guidance below.

A guide to making a complaint

We hope that before you complain formally you will give the practice concerned a chance to put things right. Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way, and you wish to make a formal complaint, we would like you to let us know in writing as soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us

to establish what happened more easily.

Please include the following information to assist us in investigating the problem:

- Why – the nature of the complaint/problem
- When the problem occurred
- Who – which staff were involved
- What you are hoping for as an outcome

Please contact us with your complaint in writing or at info@aceVetscranham.com

What we shall do

We shall acknowledge your complaint within five working days, telling you who is dealing with your complaint and when you can expect to receive a reply.

Complaints are usually addressed by the head nurse responsible for the practice in the first instance. If you have already tried to resolve the matter with a lead vet or branch partner, the matter will be escalated.

In most cases, we hope to give you a full reply within fifteen working days but if it is going to take longer, we will get in touch with you to let you know what is happening. We shall then be in a position to offer you an explanation, and/or the results of our investigation.

When we look into your complaint, we shall aim to:

- We will carry out a full investigation.
- make sure you receive an apology, where this is appropriate.
- identify what we can do to make sure the problem does not happen again.

What to do if you are still unhappy

We hope that, if you have a problem, you will use our practice complaints procedure.

We believe this will give us the best chance of putting right whatever has gone wrong. We view this as an opportunity to hear your feedback and make improvements if appropriate.

If you are not happy with the reply, we can escalate this complaint to the practice owners. This does not affect your right to approach the Veterinary Client Mediation Service (VCMS) or the Royal College of Veterinary Surgeons if you are dissatisfied with the result of our investigation.

Please sign to confirm you have read and understand the terms and conditions.

Print Name

Sign Name
