



## Terms and Conditions

### **BEHAVIOUR**

Ledbury Park Veterinary Centre staff make every effort to treat clients, patients and each other with respect. We expect our clients to extend us the same courtesy. Rudeness and abusive behaviour will not be tolerated and may result in the withdrawal of veterinary services to your pets.

Clients must comply with any current restrictions imposed by the Practice resulting from Covid-19.

### **PAYMENT**

Payment is expected at the time of examination, treatment or collection of all patients and supplies, unless otherwise agreed. An estimate of the costs of your pet's treatment can be provided upon request. We accept payment by cash, most credit and debit cards, BACS transfer and cheque. Please talk to us if you are having difficulty with payment.

For insured pets, the client is expected to pay Ledbury Park Veterinary Centre for their pet's treatment, and to claim the costs back from the insurance company. We do not charge a fee for completion of insurance claim forms.

Occasionally we may agree to a monthly account; monthly statements are sent by email only, and payment must be made in full within 28 days of the statement date.

Surcharges may be added to unpaid invoices and collection of owed money may be referred to a debt collection service, with additional charges applicable.

### **PRESCRIPTIONS**

Animals requiring Prescription Only Medicines Category V (POM-V's) **must** legally be under the care of the prescribing veterinary surgeon (this is defined as having been physically examined

"recently enough or often enough for the veterinary surgeon to have personal knowledge of the condition of the animal ... to make a diagnosis and prescribe").

POM-Vs are available directly from us when prescribed by our veterinary surgeons or via a prescription written for you to collect at another practice or pharmacy. There is a charge for writing prescriptions, and we cannot take responsibility for medicines purchased elsewhere.

Repeat prescriptions are permitted for animals on long-term treatment plans, and clients must request medicines at least one working day in advance to allow time for authorisation by a veterinary surgeon and dispensing.

Our general policy is to reassess an animal requiring repeat prescriptions every three months, but this *may* vary with individual circumstances and conditions. The standard fee for re-examination is £34.32 inclusive of VAT. If your pet requires blood tests as part of their treatment monitoring, these are priced separately, and an estimate can be provided on request.

Please note that a prescription may not always be appropriate, for example if your animal is an in-patient or requires immediate treatment. and will be subject to ongoing re-assessment of the patient.

#### **OWNERSHIP OF RECORDS**

Case records are the property of Ledbury Park Veterinary Centre. We are happy to discuss records and send copies to referral practices if necessary. Fees paid for procedures such as x-rays, laboratory tests, scans and ECG's are to cover the costs of running the test and the interpretation of the results. The resulting x-rays, scans and ECG themselves are the property of Ledbury Park Veterinary Centre.

