

# Terms & Conditions

*Our commitment to you:*

We aim to provide you with a first class service.

We aim to provide your horse or pony with the highest standard of treatment and care.

## **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. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request – see below.

## **Methods of Payment**

Accounts are due for settlement in full within 30 days of invoicing or upon collection of drugs. Your account may be settled using:

- **Cash**
- **Cheque with current banker's card. All cheques payable to Tyrrells Equine Clinic Ltd.**
- **Credit/Debit card – Switch, Solo, Delta, Mastercard or Visa**
- **BACS (Bank Automated Credit Service) Bank details – Lloyds TSB Plc, Sort Code: 30-97-84, A/C: 04015531**

## **Estimates of Treatment Costs**

We will, upon request, be pleased to provide an estimate as to the probable costs of any treatment, but please bear in mind that any estimate given can only be approximate – often a horse's illness will not follow a conventional course.

## **Settlement Terms**

Payment will be requested at the time of treatment from all new clients. This arrangement will be reviewed after a period of three months. Accounts are processed and invoices issued every month and payment is requested within 30 days of the invoice date. In the event of non payment, outstanding balances of more than 60 days, may incur surcharges at a rate of 1%. Overdue accounts, after due notice to you, will be referred to our Debt Collection Agency or the County Courts if satisfactory repayment arrangements have not been made with ourselves. This will incur you further costs whilst collecting the debt.

Any cheque which you issue which is returned unpaid, any credit card payment not honoured, and any cash tendered that is found to be counterfeit will result in your account being restored to the original sum together with any fees incurred in the process.

Persistent late payment will result in the need for all fees to be paid for at the time of treatment or withdrawal of our veterinary services.

## **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 a member of staff. Instalments or part payments of any accounts may ONLY be sanctioned with express permission of a partner.

## **Equine Health Insurance**

Tyrrells Equine Clinic Ltd supports the principle of insuring your horse or pony against unexpected illness or accidents. Please be aware that it is your responsibility to settle your account with ourselves and then reclaim the fees from your Insurance Company.

## **Complaints**

Whilst we hope that our service does not give you cause for complaint, if you do wish to complain please contact the partners in the first instance.

## **Feedback**

We are always pleased to receive feedback on the service we provide.

## **Ownership of Records**

Case records, x-rays and similar documents are the property of, and will be retained by Tyrrells Equine Clinic Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray or ultrasound scan remains the property of the practice. Upon request, copies of records with a summary of the history of your horse will be passed to another Veterinary Surgeon taking over your horses care and treatment.

## **Variations in Terms and Conditions of Business**

No addition or variation of these conditions will bind the practice unless specifically agreed in writing by the Tyrrells Equine Clinic Partners. Additionally no agent or person employed by or under contract with the Practice has the authority to later or vary these terms and conditions in anyway.