



Terms of Business

1. **Insurance** We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details at reception. Please be aware that it is generally your responsibility to settle your account and then we will reclaim the fees for you from your insurance company. It may be possible for us to claim directly by prior arrangement. All insurance claims will be subject to an administration fee of ten pounds + VAT (£12.00 total). This will apply annually to each condition we are required to claim for.
2. **Prescriptions** will be provided if requested. We will advise you of the need for periodic appointments to check the need and efficacy of the medicine, and any variations required. These will be charged at the standard consultation rate. The cost of medicines prescribed for your pet will be discussed on request.
3. **Estimates** We are happy to provide written estimates of the probable costs of a course of treatment and to keep you updated with any variations of this, as it is not always possible to be exact.
4. **Consent** Written consent is required for all procedures – e.g. blood samples, operations etc.
5. **Fees** All fees are subject to VAT at the current rate. Fees are payable at each consultation, discharge of your pet, or collection of drugs/diets.
6. **Payment** Most credit and debit cards are accepted for payment with the exception of American Express. Cheques are no longer an acceptable method of payment (with the exception of charity accounts).
7. **Inability to pay** Alternative arrangements can only be made with the specific permission of the practice manager. If for any reason you are unable to settle your account, we are pleased to discuss this matter as soon as possible.
8. **Overdue Fees** are subject to our normal recovery procedures, and administrative costs may be added. Overdue accounts may be referred to our debt collection service. Further charges will be levied in respect of costs incurred such as production of reports, correspondence, court fees, phone calls, commissions, etc. Any cheques returned from the bank will incur further fees in respect of bank charges, administration and interest on the principal sum.
9. **Clinical Records** remain the property of Alexander Veterinary Centre Ltd but will be released to another Veterinary Surgeon on request, or copies provided to you for a fee. Clinical documents such as radiographs, remain the property of Alexander Veterinary Centre Ltd.
10. **Unused Drugs** may only be returned for disposal, and cannot be refunded.
11. **Complaints** We hope that you never feel the need to complain, but these will be handled by Mr A J Stitt in accordance with our standard operating procedure.