



Banstead Village Veterinary Surgery Terms & Conditions of Business

Thank you for entrusting the care of your pet/s to Banstead Village Veterinary Surgery. This document details our Terms and Conditions of Business. Some aspects of the terms may not be relevant to you. Please ask for further explanation/clarification if required.

REGISTRATION & CONTACT DETAILS:

- Veterinary Practices must maintain accurate records of our clients and patients. To do this, periodically we will ask you to confirm your contact details.
- If your details change, please inform us so we can ensure our database is up to date, so you can receive appointment and treatment reminders.

DATA PROTECTION:

- Banstead Village Veterinary Surgery takes your privacy very seriously and take great care to comply with our obligation under the Data Protection Act 2018 to protect your personal information including any financial details you provide.
- As per the DPA 2018, we are registered with the Information Commissioner's Office UK (ICO).
- Banstead Village Veterinary Surgery will only use your personal information to liaise with you regarding the healthcare of your pet/s.

You have the following rights regarding Banstead Village Veterinary Surgery's use of your personal data:

- Right to block or restrict any data processing relating to your personal information
- Ask for a copy of the information we hold about you
- Ask to correct mistakes in information that we hold about you
- Restrict the use of your data in certain situations
- Claim compensation for damage caused by any breach of any data protection laws
- Exercise any rights by emailing us directly on: info@bansteadvillagevets.co.uk
- If you feel that your data protection rights have been breached, and we are unable to resolve the matter, you reserve the right to complain to the ICO. (<https://ico.org.uk/>)
- Banstead Village Veterinary Surgery may need to disclose or share your personal information with regulatory authorities for the purpose of fraud prevention and/or to comply with the legal and regulatory requirements.
- If you have any questions regarding the use of your data by Banstead Village Veterinary Surgery, please email/write to the practice manager, Caitlynn Richardson. (practicemanager@bansteadvillagevets.co.uk), 170A High Street, Banstead, Surrey SM72NZ)

There are 3 reasons why Banstead Village Veterinary Surgery, may potentially use your personal data to contact you:

- General information relating to the practice's Services
- Reminders about ongoing treatments/appointments
- Promotion of new products and services

OWNERSHIP OF RECORDS:

Case records including radiographs, laboratory results and similar documents are the property of, and will be retained by, Banstead Village Veterinary Surgery.

Copies with a summary of the history will be forwarded, on request, to another veterinary surgeon taking over the case, or to your pet's insurance company in the event of a claim

LEGISLATION RELATING TO VETERINARY CARE

- Banstead Village Veterinary Surgery will endeavour to provide veterinary services in accordance with reasonable standards as specified in the RCVS code of professional conduct for Veterinary Surgeons and Veterinary Nurses. (www.rcvs.org.uk)
- Veterinary Surgeons at Banstead Village Veterinary Surgery can only give advice, diagnose and prescribe therapies for patients that are 'under their care'.
- Being 'under the care' of a veterinary practice means that the Veterinary surgeon must know what is going on with the patient in order to make an informed decision about it.
- A patient cannot be under the care of a vet if there has not been a physical exam performed. This means that a Vet is required to do a physical examination on all patients prior to prescription class medication being dispensed.

PRESCRIPTIONS:

- We ask that in the case of repeat prescriptions, 24-48 hours' notice should be given to allow a full assessment of the clinical case by the prescribing Veterinary Surgeon.
- The general policy of this practice is to re-assess an animal requiring a repeat prescription at least every 6 months but this may vary with individual circumstances and be affected by the legislation regarding the dispensing of prescription medication.
- Written prescriptions are available from this practice. You may obtain Prescription Only Medicines (POM-Vs) from your veterinary surgeon OR ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy.
- A prescription may not be appropriate if your animal is an inpatient or treatment is needed urgently.
- We reserve the right to charge for issuing prescriptions.

Clients are advised to return any unused or expired medication to the practice for proper disposal at no extra charge. Unfortunately, we are unable to re-sell any medication that has already been dispensed and we are therefore unable to give a refund for any such returned medications.

APPOINTMENTS:

All consultations are by appointment only. Clients are requested to inform the practice in advance, preferably at least 24 hours before your appointment time if you wish to cancel or reschedule your appointment. We reserve the right to charge for missed appointments or for appointments cancelled at short notice.

FEES:

- All fees, diets and drug charges are subject to VAT at the current rate.
- Fees are calculated according to the time, risk and skill required to perform a veterinary service/procedure.
- Our prices are available on request.
- You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.

ESTIMATES OF COST:

We will happily provide a written estimate as to the probable cost of a course of treatment.

Please bear in mind that any estimate given can only be approximate, often a pet's illness will not follow a conventional course.

All estimates are valid for 30days, thereafter a new estimate is to be formulated for said procedure/service.

SETTLEMENT TERMS:

- All fees **MUST BE PAID IN FULL** at the time of consultation, treatment, dispensing of drugs/diets or collection of patients.
- You may settle the account using: Cash or a Credit/Debit card. (We accept Switch, Solo, Mastercard, Visa, Visa Delta. American Express and Diners cards are NOT accepted).

An accounting surcharge will be applied to any amount that remains unpaid after 60 days. This may be removed if prompt payment is made on receipt of our reminder. It is the practice policy to pursue all debts to full collection and the client will be responsible for any account charges, or further costs incurred in recovering unpaid fees including any debt collection or court fees. Any card payments that are returned to us for any reason unpaid by our bank will result in the principle amount being reinstated along with any bank charges and administrative costs incurred by the practice. Interest will also be charged on the principle sum.

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 instalments or part payments of any account may ONLY be sanctioned with the express permission of Mr A Downing, the practice principal, prior to treatment being performed.

PET HEALTH INSURANCE:

- Banstead Village Veterinary Surgery strongly supports the principle of insuring your pet against unexpected costs due to illness or accidents.
- Please ask for details about insurance from any member of staff.
- We cannot legally recommend any insurance providers but can advise on different policies and how to process claims.
- Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.
- Direct claims may only be sanctioned by Mr A Downing and apply to individual conditions only. We reserve the right to charge an administration fee for completing insurance forms.

COMPLAINTS & STANDARDS:

We hope that you never have recourse to complain about the standards of service received at Banstead Village Veterinary Surgery. However, if you feel that there is something you wish to bring to our attention, please direct your comments in the first instance to any member of staff.

If you are not completely satisfied with the outcome of your complaint, then please put your concerns in writing to the practice manager, Caitlynn Richardson. (practicemanager@bansteadvillagevets.co.uk)
(See our complaints policy)

STANDARDS OF CONDUCT EXPECTED OF OUR CLIENTS

- Just as clients expect appropriate standards of care and service from us, all our staff are entitled to expect appropriate standards of conduct and behaviour whilst serving our patients and our clients.
- Banstead Village Veterinary Surgery's definition of appropriate standards of conduct and behaviour are as follows; clients are not entitled to speak to us or treat us in a manner that would be considered inappropriate should we do the same to them.

This includes:

- Swearing
- Aggressive, abusive or intimidating behaviour towards members of staff
- Defamation on social media

Should such instances occur, we reserve the right to de-register the client and their pets and ask them to seek Veterinary care elsewhere.

OUT OF HOURS SERVICE:

- Banstead Village Veterinary Surgery is open during the following hours:
 - Monday to Friday: 8am – 7pm
 - Saturday: 8.30am - 12pm
- Outside of these hours, we use two 'Out-of-hours' providers that will ensure all our patients continue to have access to Veterinary care even when we are closed.
- These providers are:

MiNight Vet Caterham

Guards Avenue, Coulsdon Road,
Caterham, Surrey
CR35ZD

VetsNow Sutton

609-613 London Road
North Cheam
SM39DF
02081270393

Their contact details are on our website, and we have pamphlets at reception for easy access.

I have read, understood, and agree to the terms and conditions of business of Banstead Village Veterinary Surgery.

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