

Outstanding care for Very Important Pets

Business Terms and Conditions

Admission to the hospital

Animals will be accepted for investigations, procedures, surgery or treatment only at the request of, or with the agreement of, the animal's primary veterinary surgeon.

Cost estimates

The cost estimates are for planned investigations and procedures and do not include costs of medications required after discharge or costs of any complications. Please bear in mind that any estimate given can only be approximate and may change with treatment developments.

Fees and payment

Highcroft Veterinary Group ("HVG") will carry out the agreed services (investigations, treatments, surgeries, hospitalisations) as detailed in the Consent Form. All fees (time, consumables and materials), drugs and diets are charged as per HVG price list and are subject to VAT at the current rate. A current price list is available on request. No drugs or food will be dispensed without payment. An itemised invoice can be provided on request. Accounts are due for settlement by the client at the end of the consultation, at the discharge of your animal from the hospital, or at collection of drugs or diets. Any invoices posted to you shall be paid in full by the client within 30 days of receipt of the invoice. Accounts and invoices may be settled using cash, cheques, debit cards or credit cards (Switch, Solo, MasterCard, Visa, Delta). After due notice to you, overdue amounts will be referred to a third-party debt collection agency and further charges will be applied for costs incurred in collecting the debt.

Pet insurance

Although your animal may be insured, please be aware that it is your responsibility to settle your account. Direct insurance claims can be submitted by HVG. This must be agreed at time of admission of your animal in the hospital, before treatment starts. You will need to bring the following documents for a direct insurance claim to be agreed: Your valid policy document and a claim form. You will be requested to sign a letter of authority addressed to your insurance provider to grant authorisation for employees of HVG to speak to them about your claim. Direct claims made by the practice will be subject to a fee for administering the insurance claim. You will need to bring a new claim form for every time you visit the hospital. Should your insurance company decline the claim, it will be your responsibility to settle your account.

Ownership of clinical records

Case reports, including images (radiographs, ultrasound images, CT scan images, digital pictures etc.), are the property of HVG. The clinical records can be obtained or passed to another veterinary surgeon on the client's request. The Data Protection Act 1998 applies to professional and client records. We will not relay any personal information or contact details to a third party. We may, however, use your contact details for marketing purposes.

Responsibility for transport via HVG Pet Ambulances

HVG provides a pet ambulance transport service. Please note that the Pet Ambulance cannot transport people. Please note that the owner of the animal or an authorised agent should be present at admission of the animal in the hospital to sign the consent form for the animal.

Complaints

We hope that you will never have the need to submit a complaint about the care of your animal provided by HVG. However, if you would like to submit a complaint, please contact an appropriate member of staff or direct your complaint in writing. We will answer all complaints within 7 days of receipt.

Force majeure

Neither HVG, nor any of its employees or agents, shall be under any liability to the client for non-performance, part-performance, defective performance or delay in the performance of any investigations, procedures (surgical or other) or treatments, directly or indirectly caused by events beyond the control of HVG. This includes industrial action, whether at HVG or not.

Complications

All veterinary treatment and procedures unfortunately carries a risk of complications. Procedures with a known complication factor will be discussed prior to the procedure. Correction of these known complications will incur standard fees. In situations where the complication was not expected (and through no fault of the practice or pet owner) the following treatment directly related to the complication will be carried out at cost of medicines and consumables for a period post treatment (at discretion of the practice). Where discharge and home care instructions are not adhered to then the arising complications will be liable to standard fees. Changes to patient health and clinical situation following discharge post procedure will be treated as new and will not be related to previous treatment. Charges may be made for additional treatment at the discretion of the practice.

