

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**
- **Credit/Debit card – Switch, Solo, Delta, Mastercard or Visa**
- **BACS (Bank Automated Credit Service)**

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 7 days of the invoice date. In the event of non payment within one month, one further reminder with a non deductible administration charge will be sent. 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 the Practice Manager.

Equine health insurance

Siddle Veterinary Service 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. Please contact us for further advice regarding Insurance Claims.

Complaints

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

Feedback

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

Trainers/Owners accounts

As a trainer you will be responsible for paying any work which you have requested. We do invoice owners directly to help out trainers but if the circumstance arises that the owners are not keeping up to date with their payments then we will come back to the trainers for payment. The trainer is our registered client and they in turn should have an agreement in place with their respective owners regarding payments.

Ownership of records

Case records, x-rays and similar documents are the property of, and will be retained by Siddle Veterinary Service. 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 Siddle Veterinary Service. 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.

Siddle Veterinary Service