



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 medications, consumables and equipment 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.

Methods of payment. Accounts are due for settlement in full within 30 days of invoicing or upon collection of medications. Your account may be settled using: • Cash • Credit/Debit card – Switch, Solo, Delta, MasterCard or Visa • BACS (Bank Automated Credit Service) • Cheque (by prior arrangement)

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 us. It may be possible to agree an instalment plan or part payments. This is much preferable to non-payment.

Equine Health Insurance (Vet Fees Cover). Sidle 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.

Trainers/Owners accounts. As a trainer you will be responsible for paying for 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.

Prescriptions You may obtain Prescription Only Medicines (POM-Vs) from us or request a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. Our veterinary surgeons may prescribe POM-V products only for animals under his/her care. A prescription may not be appropriate if your animal is an inpatient or immediate treatment is necessary. Information on the price of any medicine that may be prescribed or dispensed for your animal is available on request. The general policy for this practice is to re-assess an animal requiring a repeat prescription every 6 months, but this may vary with individual circumstances. Fees are chargeable for prescriptions and for any re-examination.



Complaints. Whilst we hope that our service does not give you cause for complaint, if you do wish to complain please initially raise the matter with the vet in charge of your case. We hope that most problems can be sorted out easily and quickly, often at the time that they arise and with the person concerned. If your problem cannot be sorted out in this way please let us know as quickly as possible so that we can establish what happened more easily. We shall endeavour to review your complaint promptly and then be in a position to discuss it with you.

Remember, our aim is to do our best for you and all the horses in our care. We rely on feedback to guide us in how to provide the best possible service. If you are unhappy, please let us know. We cannot remedy a problem, if we do not know about it. So please always let us know.

Feedback. We are always pleased to receive feedback on the service we provide. We are committed to using comments (either positive or negative) from clients to continuously monitor and improve the services we provide. We appreciate feedback and hope that clients will speak up when standards of care and service either exceed or fall below their expectations. In this way, we can strive to continuously improve the quality of the service that we offer.

Referrals and second opinions. We strive to maintain the highest levels of care and communication for all our patients and clients. We regularly refer to several specialist centres for further diagnostics and treatment. Where referral is an option, or essential, we will discuss the options available especially in regard to potential costs and likely outcome.

Should you wish to obtain a second opinion, we will be happy to forward the relevant clinical information to the veterinary surgeon of your choice. We can also offer advice on where to obtain specialist second opinion without prejudicing independence.

Ownership of records Case records, radiographic images and similar documents are the property of, and will be retained by Sidle 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. a radiographic image or ultrasonographic image 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.

Data protection. In holding and using data about you, we will comply with the provisions of the Data Protection Act 1998. In instructing us to look after your horse, you authorise us to use that data in the course of the work that we do for you. We may, where specifically required and usually with your consent, pass on to Insurers details of clinical histories, case records and diagnostic images relating to your horse.

Termination of service. You may ask us to stop caring for your horse at any time. We may stop looking after your animals if you do not accept our advice, if you fail to settle your account on time or if the relationship between you and us sadly breaks down. We will then invoice you for any work already done. We reserve the right to hold your horse's records until all invoices and expenses on your matter have been paid.

Limitation of liability. This condition applies to any claim against us. Such claim shall be limited in amount to £5,000.00 for each and every claim, including claimants' costs. All claims, whether made by one or more of the parties referred to above or by a third party, arising from the same act or omissions, shall be regarded as one claim. For the avoidance of doubt, this limitation of liability shall apply to any claim for negligence, breach of contract, breach of fiduciary duty, breach of trust, and any liability whatsoever.

Variations in Terms and Conditions of Business No addition or variation of these conditions will bind the practice unless specifically agreed in writing by Sidle 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.

Sidle Veterinary Service