



2 Grand Drive , Raynes Park , London , SW20 0JT  
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## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to The Park Veterinary Practice. This note details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you. Please ask for further explanation/clarification if required.

### OPENING HOURS

Mon, Wed: 8:00 am – 8:00 pm  
Tues, Thu, Fri: 8:00 am – 7:00 pm  
Sat: 8:30 am – 12:30 pm

### OUT OF HOURS PROVISION

Outside of our normal opening hours, please call our out of hours service (for emergencies only) on 020 8946 4228. Cover is provided by Stone Lion Veterinary Hospital, 41 High St, London SW19 5AU. Their emergency consultation fees are £140 for a consultation (cat and dog), and £95 for smaller pets. This excludes any treatment, medication or investigative tests that may be required.

### ACCESS

If you are coming by car, we have parking on our forecourt as well as in local roads. We are well-served by buses and trains to Raynes Park Station. If you require step-free access to the practice, please notify us in advance as we have wheelchair ramps that we can set up for you.

### FEES

All fees, diets 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, consumables and diets used. We will offer you a itemise invoice for every consultation, surgical procedure or transaction with us.

### ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the likely costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness or surgery will not follow a conventional course.

### METHODS OF PAYMENT

Payment is required at the end of the consultation, the discharge of your pet or on collection of drugs/diets. You may settle your account using cash, credit or debit cards (excluding American Express).

### TERMS OF BUSINESS

If for some reason your account is not settled at the time of treatment, a statement will be sent to you. Since we do not offer a "payment on account" facility, should payment be outstanding for more than 30 days, a fee in respect of administrative costs will be levied. This administrative fee will be levied for each subsequent statement produced. If there has been no response to repeated requests for payment, overdue accounts will be referred to the County Courts. Charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc.

Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

### INABILITY TO PAY

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 one of the directors.

## **PET HEALTH INSURANCE**

We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware, that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company. Please also note that we do not conduct any treatment or procedure subject to it being covered by your insurance company.

## **DATA SHEETS**

Should you require a data sheet giving you details of the constituents, contra-indications and warnings for any medication we prescribe, links are available on our website <http://www.parkvets.co.uk/datasheets>. If you do not have internet access, please ask for a printed copy when you collect your medication.

## **PRESCRIPTIONS**

Prescriptions are available from this practice. Prescription Only Medicines, Category V (POM-Vs) may be obtained from a veterinary surgeon or from a registered pharmacist, who may not have the medications to hand and may have to order them for you. We may only prescribe POM-Vs for animals under our care. Prices for all our POM-Vs are available on request. A prescription may not be appropriate for in-patients or if urgent treatment is needed.

In compliance with regulation, our general policy is to re-assess an animal requiring repeat prescriptions at no less than six monthly intervals. Some animals may require more frequent examinations. These examinations will usually incur our standard consultation fee.

## **COMPLAINTS AND STANDARDS**

We hope that you never feel the need to complain about the standards of service received from The Park Veterinary Practice. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the practice manager. We will do our best to resolve any complaints you may have as swiftly as possible, to your complete satisfaction.

## **OWNERSHIP OF RECORDS**

Case records and similar documents are the property of, and shall be retained by, the practice. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

## **OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS**

The care given to your animal may involve making some specific investigations, for example taking x-rays or performing ultrasound scans. These images may be used for veterinary or public education, or for the promotion of the practice. All images may be used in both printed and electronic media. All rights to the ownership and use of any of the images remain with the practice.

## **SECOND OPINIONS AND REFERRALS**

In some cases we may need to refer your pet to a colleague who has additional qualifications and expertise to carry out the investigations or treatment involved. We can recommend a number of referral centres, and arrange the referral, and we will make the clinical records and any X-rays or lab tests relevant to the case available to the referral practice. We levy a charge for this.

If you wish to seek a second opinion from another veterinary practice, we will make your pet's clinical records available to them at their request, subject to verbal confirmation from you.

## **MISSED APPOINTMENTS**

If you are unable to attend your appointment, please extend us the courtesy of telephoning to cancel the appointment so that we can offer that slot to another patient. If you miss an appointment on a Saturday without telephoning us in advance to cancel it, we will charge a full consultation fee. Otherwise, while we don't routinely charge for missed appointments, we reserve the right to charge a full consultation fee when appointments are repeatedly missed without cancellation.

**No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in anyway.**