



Prestbury Park, New Barn Lane
Cheltenham GL50 4SH

T: 01242 580324

F: 01242 241908

info@dragonvet.co.uk

www.dragonvet.co.uk

Terms and Conditions

Thank you for trusting our team at Dragon Vets with your pet's care. We constantly endeavour to provide only the highest standard of care for all our patients and communicate fully with you at all times. In combination with all the information available on our website (www.dragonvet.co.uk), we hope to be able to answer any questions you may have via this page. Please feel free, however, to contact us personally if there is something you would like to discuss.

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 patient's case and according to the drugs, materials and consumables used. You will receive a detailed statement for every consultation, investigation, surgical procedure or other transaction with us. No drugs or food will be dispensed without payment.

ESTIMATE OF TREATMENT COSTS

We are happy to provide a written estimate regarding the expected costs of investigations, a surgical procedure or course of treatment. Please bear in mind that any estimate given can only be approximate, as a result of the unpredictable nature of clinical work. The final invoice may be above or below the original estimate, depending upon clinical circumstances. Where possible we will keep clients updated if costs are likely to exceed the original estimate, although in a clinical emergency this may not always be possible.

PAYMENT TERMS

Payment, in full, will be expected at the time of consultation, on the discharge of your pet or on collection of drugs/diets. Cash, cheques, debit and credit cards are all acceptable. We do not routinely offer settlement terms and if an account has not been paid within 14 days, a maximum of two reminders will be sent, providing due notice of further action. You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Dragon Vets in connection with or in contemplation of any non-payment of your account by you.

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 the accounts department. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of the partners.

PET HEALTH INSURANCE & DIRECT CLAIMS

Dragon Vets strongly support the principle of insuring your pet against illness or accidents and we will always submit indirect insurance claims promptly to ensure you are reimbursed as quickly as possible. However, in the case of direct claims, please be aware that it remains your responsibility to settle your account within 60 days, if we have not received payment from your insurance company. Further, in the case of direct insurance claims, where the total cost of treatment is to exceed £500, we will collect **a minimum of £150 in addition to any non-claimable items** (e.g. pet food, flea/worming treatments etc) from you at the time of discharge. We understand that £150 may exceed the excess on your insurance policy and any discrepancy will be refunded upon final settlement by the insurance company.



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For all situations where the total cost of treatment is to be less than £500, full payment is expected at the time of patient discharge and we will then submit an indirect insurance claim on your behalf.

Due to the very high numbers of insurance claims, the considerable time taken to administer insurance paperwork and the delays in vet clinics receiving payments there is a £20 administration charge for the processing of an insurance claim. This fee will only be added to your account if you choose to have a bill settled by your insurance rather than yourself: we will not charge an admin fee to process a claim if you have already settled your bill. The admin fee will however be charged every time a claim is submitted if payment is to be made to us by an insurance company. If you are unsure how this will affect you please speak to one of the team who can help explain.

Any anticipated shortfall in the cost of treatment which is not covered by your insurance company will be payable by you to us at the time of making the first direct claim. Any additional shortfall which is owing after the claim has been settled will also be payable by you to us at that time. It is important to appreciate that if, having carried out careful checks with you and your insurers, we decide that we are prepared to undertake a direct claim for the treatment of your pet, this is not a guarantee that your insurers will settle your claim, and if they fail to do so, this will result in a shortfall for which you will be liable to pay us in full.

0% FINANCE OPTIONS FOR THOSE WITHOUT PET INSURANCE

At the discretion of the partners, the option of a 12 month loan may be available to cover the total cost of treatment. We offer this facility at some cost to ourselves and at present, offer an interest rate of 0%. To qualify for this facility, you will need to spend approximately 20 minutes with one of our management team and undergo a credit check. Proof of identity and address will be required.

WRITTEN PRESCRIPTIONS

Prescriptions are available from the Practice. You may obtain Prescription Only Medicines Category V, (POM Vs) directly from us as prescribed by the veterinary surgeon in charge of your pet's care, or you may ask for a written prescription and obtain these medicines from another veterinary surgeon or pharmacy. A prescription may not be appropriate, however, if your animal is an in-patient or immediate treatment is necessary. Please also note we cannot take responsibility for medications purchased elsewhere. A reasonable charge is made for formulating and supplying a written prescription.

REPEAT PRESCRIPTIONS

We kindly request that you give us at least 24 hours notice for repeat orders of either medication or prescription food. Certain medications may have to be ordered in for the sole treatment of your pet and in these instances we will require payment in full, even if they are not collected or used. We will always inform you, on request, of the price of any medicine that may be prescribed for your pet.

CLIENT DATA & CONFIDENTIALITY

The Data Protection Acts 1984 and 1999 give anyone the right to be informed about any personal data relating to themselves on payment of an administration charge. At the request of a client we will provide copies of relevant clinical records, including any clinical records we have acquired from the referring practice. Please be advised that for training and monitoring purposes, telephone calls may be recorded.



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OWNERSHIP OF CLINICAL RECORDS AND DIAGNOSTIC IMAGES (including radiographs and scans)

We work in accordance with Royal College of Veterinary Surgeons guidelines i.e.

- Clinical and client records, including radiographic images and similar documents, are the property of, and should be retained by Dragon Vets in the interests of animal welfare and for our own records. In the event of supersession, second opinion or referral, copies with a relevant clinical history will be passed on request to a veterinary surgeon taking over or seeing the case.
- Should copies of radiographs or reports be required, a charge will be incurred.

CONCERNS AND STANDARDS

We aim to offer the highest standards of patient and client care at all times, and as such we hope that you never have recourse to complain about the standards of service received from us. However, if you feel that there is something you wish to bring to our attention, please speak to a member of reception in the first instance. Our practice administrator will assist with any issues that remain unresolved and, where appropriate, they will escalate the matter to the practice partners.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons (RCVS) Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Dragon directly, you can contact the RCVS on their website www.rcvs.org.uk for further details of how to register a complaint.

No addition or variation of these conditions will bind the Practice unless it is specifically agreed in writing and signed by the partners. No agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.