

# Medivet Terms and Conditions

## **Responsible pet ownership, Medivet, and you**

Just like you, Medivet believes in the principle of responsible pet ownership and the benefits of preventative healthcare. This includes regular appropriate vaccinations and regular flea and worm control for dogs, cats and rabbits. Medivet recommends microchipping as the best permanent means of identification for your pet.

In order to help you budget for your pet's routine healthcare needs, and to also make the unexpected bills more manageable, we're pleased to offer the Medivet Healthcare Plan. Please ask your local Medivet practice for more details.

## **Pet health insurance**

Animals can become ill or get injured without warning. Medivet strongly supports the principle of insuring your pet against unexpected problems and the bills that can go with these. Please ask for details about insurance from any member of staff at your local Medivet practice. Please be aware that, unless we specifically arrange otherwise in writing, it is your responsibility to settle your account with us and then reclaim the fees from your insurance company. Please note that the Medivet Healthcare Plan is not an insurance policy.

## **Fees**

Sadly, there is no National Health Service (NHS) for pets and Medivet relies on fee income to invest in constantly improving the standards of our facilities, equipment and staff to benefit our patients and clients.

Please ensure all fees are paid at the time of treatment as this helps to keep the level of fees as low as possible for all clients.

All professional fees, pet shop and medicine charges are subject to VAT at the prevailing rate. Fee levels are determined by the time and skill level required for a case as well as medicines, materials, laboratory tests, consumables and diets used. Fee levels will also have a contribution towards general overhead costs. Itemised fees are always available for every treatment. You are liable for any fees incurred in the diagnosis and treatment of your pet even if your pet is brought to us on your behalf by an agent, for example a relative or friend.

No medicines or pet shop items can be dispensed without payment being received at the time the items are collected. This does not include items dispensed as part of the Medivet Healthcare Plan, which are subject to the terms and conditions of the plan.

The veterinary surgeons and staff will be pleased to discuss likely costs at any time - please don't hesitate to ask.

## **Methods of payment**

Accounts are due for settlement at our discretion at the end of the consultation or treatment, the discharge of your pet, or upon collection of medicines and other pet requisites. You may settle the account using cash or a credit/debit card - we accept Maestro, Cirrus, Solo, Mastercard, Visa, Delta and American Express. In some cases, we accept relevant vouchers that are valid and in date. We usually require, at our discretion, that a deposit of 50% of the estimated costs be paid at the time of admission to our clinic for any procedures or hospitalisation.

## **Estimates of treatment costs**

We will provide written estimates as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate as it is not always possible to predict how a pet's illness will progress, and often a pet's illness will not follow a conventional course. We will try to contact you on the telephone numbers you have given us if we believe the treatment costs are going to exceed the estimated costs. If, however, you are not contactable, we will treat your pet as is necessary for the prevention of pain and/or suffering.

## **Settlement terms**

Should an account not be settled within seven days, then a reminder will be sent. This will include an additional accounting fee in respect of the administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. These however, may be deducted at Medivet's sole discretion if payment is made promptly. After due notice to you, the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in collecting the debt (these include, but are not limited to, the 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 administration costs together with interest at base rate + 3.5% PA on the principal sum.

All missed appointments will be charged for unless reasonable notice of cancellation is given. It is at Medivet's sole discretion not to charge for a missed appointment.

### **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 a member of staff. Please note that instalment payments or part-payments of any account may only be sanctioned with the express permission of an authorised partner after appropriate checks have been made and you will need to sign an acknowledgement of debt. The granting of permission for instalment payments rather than full payment at the time of treatment is at Medivet's absolute discretion.

### **Ownership of records**

Case records including radiographs, clinical notes, laboratory records and similar documents are the property of, and will be retained by, Medivet. Part of the fees charged will be for interpretation of such radiographs or laboratory reports. A summary of the history will be passed on to another veterinary surgeon taking over the case. Should you wish to obtain a copy of the case records or radiographs, Medivet will provide these on payment of an appropriate fee.

### **Out-of-hours policy**

Medivet reserves the right to contact other practices to provide out-of-hours emergency and night care in areas where we do not have a Medivet 24-hour practice. This may mean sharing the out of hours' duties with other vets in the area or utilising a third-party provider to provide our statutory out-of-hours' provision. Please ask at reception for the details of the emergency and night cover specific to your clinic.

### **Prescription policy**

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, category V, (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon may prescribe POM-Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The general policy of this practice is to re-assess every three months any animal that requires repeat prescriptions, but this frequency may increase or decrease depending on individual circumstances and the opinion of the veterinary surgeon. The standard charge for a re-examination for such purposes is the prevailing price of a consultation fee. There is a charge for providing prescriptions. Please ask a member of staff for the current prescription fee.

### **In-patient care**

#### Level of inpatient care provided during normal practice opening hours

Our staff will provide appropriate and adequate in-patient care for your pet, as decided and instructed by the Veterinary surgeon on duty. This care includes being housed in a comfortable environment, monitored and treated commensurate with your pet's condition, by persons with the requisite level of knowledge and expertise. During normal practice opening hours a member of staff will be present on the practice site at all times and will be available to provide in-patient care to your pet.

#### Level of inpatient care provided outside of normal practice opening hours

If such a centre is available patients that require overnight care and hospitalisation will be transferred, by either the practice or by the owner, to a dedicated out of hours provider. If such a centre is not available the Veterinary surgeon will inform the client of the procedure for the continuous care of your pet, this may include your pet being hospitalised without continuous supervision. The Veterinary surgeon will discuss the available options with the client, this discussion will include the frequency of in-patient checks.

### **Referrals and second opinions**

The Veterinary surgeon will facilitate a client's request for a referral or second opinion. A referral may be for a diagnosis, procedure and/or possible treatment, after which the case is returned to the referring veterinary surgeon, whereas a second opinion is only for the purpose of seeking the views of another veterinary surgeon.

## **When will we refer?**

Veterinary surgeons will recognise when a case or a treatment option is outside their area of competence and will be prepared to refer it to a colleague within the Medivet group, or to an external organisation or institution, whom they are satisfied is competent to carry out the investigations or treatment involved.

The veterinary surgeon will make a referral appropriate to the case. When considering what is appropriate the veterinary surgeon will consider all relevant factors. These might include the ability and experience of the referral veterinary surgeon, the location of the service, the urgency of treatment and the circumstances of the owner, including the availability and any limitations of insurance.

In cases where the client does not accept the veterinary surgeon's advice regarding referral and would instead prefer referral to a colleague, organisation or institution of which the referring veterinary surgeon has insufficient knowledge to determine appropriateness, they may need to advise their client accordingly. In some such cases, the veterinary surgeon may consider that they cannot be party to such a referral relationship.

Both the referring veterinary surgeon and the referral veterinary surgeon will ensure that the client has an understanding of the likely cost arising from the referral.

## **Student care**

Medivet is passionate about helping students in the veterinary industry obtain hands on experience within our practices. As a result, students may occasionally be involved in the care of your pet. You will have the opportunity to give consent and you can withdraw this consent at any time.

## **Competition terms and conditions**

1. Closing dates for entries are always as stated and no late entries will be considered.
2. The minimum age for entrants is 18. However, the prize may be transferred to a person of the winner's choice, including minors, if the conditions of the prize make this appropriate.
3. Route to entry for the competition and details of how to enter are via Facebook.
4. Please ensure you follow competition entry requirements in order to be considered.
5. Medivet is not liable for any expenses occurred when redeeming your prize.
6. The winner will be notified by commenting on their entry and private messaging them on Facebook. If the winner cannot be contacted or if they do not claim the prize within 7 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
7. The promoter is: Medivet Group Ltd (company no. 03481736) whose registered office is at Medivet Group Limited, First Floor, Hyde, 38 Clarendon Road, Watford, WD17 1HZ.
8. For any enquiries regarding the competition outcome, please contact [marketing@medivet.co.uk](mailto:marketing@medivet.co.uk).
9. There is no entry fee and no purchase necessary to enter our competitions.
10. No responsibility can be accepted for entries not received for whatever reason. Please note that we will not be confirming receipt of entries.
11. The promoter reserves the right to cancel or amend the competition. The promoter's decision in respect of all matters relating to the competition will be final and no correspondence will be entered into.
12. The promoter is not responsible for inaccurate prize details supplied to any entrant by any third party connected with this competition.
13. No cash alternative to the prizes will be offered. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice. Please note that prizes may be bequeathed by the winner to somebody else of their choosing but we will only correspond with the official named winner.
14. The promoter will notify the winner when and where the prize can be collected or arrange delivery of the prize.
15. All entrants must be living in the UK and have a UK registered address that we can send the prize to if required.
16. The competition and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.

17. The winner agrees to the use of his/her name and image in any publicity material. Any personal data relating to the winner or any other entrants will be used solely in accordance with current UK data protection legislation and will not be disclosed to a third party without the entrant's prior consent.
18. Entry into the competition will be deemed as acceptance of these terms and conditions.

This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter or any other Social Network. You are providing your information to Medivet Group Ltd and not to any other party. The information provided will be used in conjunction with the following Privacy Policy found below.

## **General**

Medivet may contact you either by letter, phone, text or electronic means in order to advise you of outstanding accounts, reminders of your pet's preventative healthcare treatments, and any marketing initiatives that might be of benefit to you or your pet. Please inform us if you wish to modify how we may contact you. Please be aware that choosing to have no contact from us at all will remove the ability of the practice to send vaccination reminders.

Reminders are provided as a complimentary service to our clients. Medivet accepts no liability for any loss, damages or costs which may result from the failure of a client to receive any reminder.

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

Residual material or isolates from specimens submitted for diagnostic testing may be retained for laboratory quality assurance, research and development purposes.

We participate in nationwide projects aimed at improving the health and wellbeing of pets. From time-to-time anonymised clinical pet data is pooled and analysed to identify risk factors, assess and compare different treatment protocols and improve early diagnosis of disease. This important research work is undertaken with the Royal Veterinary College and other participating practices, and other university and charity organisations. All data collection, storage and usage is anonymised and fully compliant with relevant data protection regulations.

Please tell a member of practice staff if you do not wish to participate.

## **Privacy Policy**

At Medivet, we aim to be completely transparent with regards to all user data processed and stored by this site. We also understand how important protecting your privacy is and adhere to the Data Protection Act.

### **What data do you collect?**

Upon registration with one of our practices, we will collect a range of essential personal data about you and your pet(s). This will only be used by us and is not shared with third parties.

The only exception to this is the VetCompass scheme, which is run by the Royal Veterinary College. VetCompass is dedicated to learning from current veterinary experience of our pets and using this knowledge to improve understanding for the pets of the future. All client data sent by us for this scheme is aggregated and anonymised. However, we understand if you might wish to opt out of the scheme. If this is the case, please let your practice know. For more information on the scheme, please visit our Vet Compass page.

### **What will you send me and when?**

We send all newly registered clients a copy of our terms and conditions. This requirement is set out by the Royal College of Veterinary Surgeons (RCVS).

Any further communications will depend largely on your selected preferences. Most clients opt to receive reminders for booster vaccinations and other health-related issues.

We may also send you general information to keep you informed, such as a change in opening hours, as well as carefully selected promotions and newsletters which we consider to be relevant and useful to you and your pets.

The frequency of any communications will also depend on your own preferences. Please let us know how many communications you wish to receive from us and we will regulate accordingly.

## Phone Recordings

In accordance with Personal Data Regulations please note the following:

- ▶ We may record incoming phone conversations from time to time for training and monitoring purposes. If we do so there will always be a voice message prior to us answering your call to let you know.
- ▶ If you receive such a voice message and you do not wish your call to be recorded, or if you are making a payment over the phone, please inform our member of staff when they answer your call and they will call you back – outgoing calls are not recorded.
- ▶ Records of phone calls which have been recorded are encrypted and password protected. They are deleted within 60 calendar days.

## What is the online privacy policy?

This site uses performance cookies to analyse site usage data. The data collected from users is aggregated and anonymous. By using our website, you agree that we can place these types of cookies on your device.

The data collected may include:

- ▶ Browser
- ▶ Operating system
- ▶ IP address
- ▶ Time spent on site
- ▶ Pages visited

Collecting this data allows us to analyse our website and target areas of improvement to benefit you. Your data is collected for a specific, lawful purpose and will not be passed on to, or shared with, any third parties. Appropriate measures, such as firewalls, are in place to prevent any unauthorised processing of your data.

We may feature links to outside websites. Once you leave our site, we no longer have any control over the content, so we do not claim responsibility for any content seen on external sites. The Vethelpdirect widget is a third-party application and has a strict Privacy Policy which you can read on their own website by clicking here.

On our website, we have a variety of pixels which enable cookies to be dropped onto your machines. These cookies may be used to target users on third party websites within the Yell network, social media platforms or Google. For more information about behavioural targeting and how to opt-out of being targeted for any behavioural advertising by any member of the Internet Advertising Bureau, please visit: [www.youronlinechoices.com](http://www.youronlinechoices.com)

## Enquiries and subscription

Please direct any enquiries to our support centre at [enquiries@medivet.co.uk](mailto:enquiries@medivet.co.uk) or 03330 100 110.

Alternatively, please write to us at:

**Medivet Group Limited**  
**First Floor, Hyde**  
**38 Clarendon Road**  
**Watford**  
**WD17 1HZ**

Should you wish to amend or cease any email correspondence from us, we offer a one-click unsubscribe option. Alternatively, please speak to your practice about preferences and your options.

## Complaints and standards

Medivet is committed to providing an exceptional standard of service and care in line with both our Patient Charter and our Client Charter. As an Investor in People accredited practice, Medivet provides ongoing training to its staff regarding all aspects of companion animal practice.

We realise, however, that things can sometimes go wrong and there may be occasions when you feel your expectations were not met. When this happens, we want to hear about it so that we can try to put things right.

## A guide to making a complaint

We take complaints about our work, staff and levels of service very seriously, but we hope that before you make a formal complaint, you will give the practice concerned a chance to resolve the issue.

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Please address your complaint to the lead vet responsible for the practice concerned. If you are unsure of their name, the staff at the practice will be able to provide you with this level of detail.

Only once a genuine effort has been made to resolve the matter at practice level will the complaint be considered by one of the regional or support centre partners. Therefore, if you would like to progress your complaint further, we kindly ask you to email us at [enquiries@medivet.co.uk](mailto:enquiries@medivet.co.uk) (you can send a letter\* but an email is preferred) as soon as possible, ideally within a matter of days or at most, a few weeks.

*\*If you prefer to send a letter, please address it to: Medivet Group Limited, First Floor, Hyde, 38 Clarendon Road, Watford, WD17 1HZ.*

To help us investigate your complaint, please include the following details:

- ▶ **What** is the nature of your complaint?
- ▶ **Which** practice are you making the complaint about?
- ▶ **When** did the problem occur?
- ▶ **Who** was involved?
- ▶ **What** would you like the outcome to be?

### **What will we do?**

We will acknowledge your complaint within five working days, telling you who is dealing with your complaint and when you can expect to receive a reply.

In most cases, we hope to give you a full reply within 15 working days, but if it is going to take longer, we will get in touch with you to let you know what is happening. We will then be in a position to offer you an explanation, and/or the results of our investigation.

When we look into your complaint, we will:

- ▶ Find out what happened and what went wrong
- ▶ Make sure you receive an apology, (where appropriate)
- ▶ Identify what we can do to make sure the problem does not happen again

### **What should you do if you are still unhappy?**

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance to put right whatever has gone wrong, and it is an opportunity for us to improve our practice. This does not affect your right to approach our governing body, the Royal College of Veterinary Surgeons (RCVS), if you are dissatisfied with the result of our investigation.

### **And finally**

We're really looking forward to looking after all your pet's needs for many years to come. If there's anything we can do better, or if you've any suggestions about how we can make you and your pets feel even more like family, please let any member of staff know.

Kind regards

Medivet

Terms and conditions are subject to change without notice. Please ask in practice for the latest version.