

Terms and Conditions

Thank you for entrusting the care of your pet(s) to Wight Vets Ltd. These are terms on which we supply veterinary services and related products to you. If you need any clarification of these terms, please contact us at team@wightvets.com

By registering your pet(s) with us you confirm that you are over 18 years old and have read, understood and agree to our terms and conditions.

1) Information about us and Communications.

- 1.1. We are Wight Vets Ltd trading as Wight Vets.
- 1.2. Our correspondence address is: Island address coming soon if needed please use c/o Calyx House, South Road, Taunton, Somerset, United Kingdom, TA1 3DU (our accountant)
- 1.3. Our Company registration number is 13685077 registered at Calyx House, South Road, Taunton, Somerset, United Kingdom, TA1 3DU (our accountant)
- 1.4. Our VAT registration number is 397 1430 77
- 1.5. You may contact us by phone, email, webform or post.
- 1.6. We will contact you via your telephone number or by writing to you using the email or postal address supplied when you registered with us.
 - 1.6.1. It is your responsibility to keep us updated with any changes in the contact details we hold for you.

2) Provision of Services and Costs

- 2.1. We will provide our veterinary services in accordance with the Royal College of Veterinary Surgeons ("RCVS") Code of Professional Conduct.
- 2.2. All of our team will be suitably qualified to take into account the nature of the services supplied in each instance.
 - 2.2.1. We may on occasions involve others (e.g. veterinary students, student veterinary nurses, animal care assistants) in the treatment of your pet as part of their training and development, this will always be under the supervision of a suitably qualified person.
- 2.3. We aim to provide a fair and transparent pricing policy and fees are determined by the complexity of the service, staffing levels required and the amount of time spent, overheads of the business, alongside the drugs, materials and consumables used for a patient and will be charged out in accordance with our current price list.
- 2.4. All services and products supplied are subject to VAT at the applicable rate and prices quoted will be inclusive of VAT.
- 2.5. Detailed invoices with a full breakdown of costs will be available after every transaction with us on request.
- 2.6. For patients that require admission wherever practicable a treatment plan for the supply of veterinary services will normally be agreed with you following an initial consultation and before any further treatment. This treatment plan will provide an estimate regarding the likely costs of the course of treatment. In the case of an emergency, we reserve the right to provide such veterinary services as are reasonably necessary at the time. This will be at the professional discretion of the veterinary surgeon providing the service.

- 2.6.1. Please note that any estimate given can only be an approximate cost of any treatment required and the final figure could be higher or lower due to the patient not responding as expected or complications or unforeseen expenses occurring. If the original estimate given looks as if it will be exceeded, we will do our best to ensure this is discussed with you before any further treatment takes place (except for in an emergency and taking into account the best interests of your pet).
- 2.7. If the pet is registered with us, we will assume that the person bringing the pet in is authorised to consent to treatment on the registered owner's behalf and the registered owner is liable for any costs incurred.
- 2.8. If a pet is not registered with us the person bringing them in will be liable for the costs incurred.
- 2.9. We reserve the right at our discretion, to decline to supply veterinary services.
- 2.10. You are free to seek a second opinion concerning any veterinary services provided by us, at your own cost and subject to the payment obligations in these terms and conditions.
- 2.11. In the event of any defect or failure in any product supplied to you, our liability shall be restricted to replacing the said product or refunding the price paid by you.
- 2.12. All products supplied by us must only be used following the instructions issued with them or as verbally given by the veterinary surgeon (or other team members) providing the veterinary services.
- 2.13. Any products supplied by us shall be of satisfactory quality and fit for purpose as expressly agreed by the veterinary surgeon (or other team members) providing the veterinary service and shall comply with any description given. All other warranties, expressed or implied, are excluded.
- 2.14. The care given to your pet may involve specific investigations from time to time, for example taking radiographs or performing ultrasound scans. Any scans taken in these situations remain the property of Wight Vets Ltd. and the copies will be retained by us.
- 2.15. We will send a patient's history to another Veterinary Practice if requested to do so by a client. We may ask for this request to be made in writing.
- 2.16. If you wish to cancel an appointment, please give us as much notice as possible
- 2.17. We reserve the right to ask for prepayment of appointments or visits which will be non-refundable if you fail to attend or cancel the appointment with less than 24hrs notice.
- 2.18. Telephone calls, emails or any messages to the practice may be recorded or monitored. By using these methods of communication, you are consenting to this recording and monitoring. Please note if you are giving us bank/financial data we will pause the recording so as not to capture any payment data.
- 2.19. We do operate a vaccination reminder service however there could be times for reasons outside of our control when these are not reliable, thus the responsibility for ensuring vaccinations is done on time lies with the client and we will not be liable for additional costs incurred when a restart course is required.

3) Medications and Prescriptions

- 3.1. We are only able to supply medications to pets registered with us and in accordance with RCVS and VMD rules.
- 3.2. We will supply medications and products as required at the time of the consultation where possible, on occasions where we need to order items, we may ask you to come and collect them at a later date. If medications need posting to you or are delivered a charge will be made to cover this additional cost.

- 3.2.1. Written prescriptions for medications are available on request for a set fee.
- 3.3. Registered animals requiring repeat prescriptions for ongoing treatment will need to be reassessed periodically by a veterinary surgeon. The appropriate interval will be determined on a case by case basis with a range of 1 week to no longer than 6 months in nearly all circumstances. There will be a charge for this examination, reassessment and discussion which is essential for appropriate patient care.
- 3.4. If you require repeat medications/prescriptions please give us 48-hours notice.
- 3.5. We can accept unused medications for safe disposal but as they cannot be resold, we are unable to offer refunds.

4) Out of Hours Care

- 4.1. Is provided in accordance with the RCVS Code of Professional Conduct for Veterinary Surgeons. "When anyone contacts a veterinary surgeon with concerns that an animal needs emergency attention, the veterinary surgeon should decide and advise whether attention is required immediately, or can reasonably be delayed."
- 4.2. "All veterinary surgeons in practice must take steps to provide 24-hour emergency first aid and pain relief to animals according to their skills and the specific situation."
- 4.3. "The purpose of first aid and pain relief is to attend to the initial and essential welfare needs of the animal. The primary consideration of the veterinary surgeon should be to relieve the animal's pain and suffering. In some cases, euthanasia may be appropriate."
- 4.4. Our normal opening hours are Monday to Friday 8:45am-5:30pm excluding public holidays. Our normal charges will apply for patients seen within these hours. If a patient is seen due to suffering an emergency outside of these times additional charges will apply to reflect the increased cost of providing this service outside of our opening hours. These fees are available upon request. If a request is made during normal working hours but cannot reasonably be seen during normal working hours, we reserve the right to charge out of hours fees.
- 4.5. It is anticipated the majority of the time our team at Wight Vets will directly provide out of hours care for emergencies of registered clients and those not registered at another island veterinary practice. Please always call our telephone number and wait to speak to us in advance of travelling. We are a small team so there may be occasions when we ask another Veterinary Practice to provide Out of Hours emergency care for our clients. You may need to travel to their clinic (which will always be on the Isle of Wight) to access care as home visits may not always be available. You will be able to request an estimate for any treatment necessary and you will pay this clinic directly. You will remain registered with Wight Vets and the clinic will update us on any treatment your pet has received with them on our next working day so we can continue their care.
- 4.6. If your pet needs to be hospitalised outside of normal opening hours they will be monitored and treated according to their clinical need. What this entails varies from patient to patient, but will always be by or under the direction of the duty veterinary surgeon. Please note we do not always have a team on-site 24/7 so patients may be left for periods of time so they can rest and recuperate. We may also monitor them remotely via webcam.

5) Home Visits

- 5.1. We will accommodate requests for home visits wherever possible. If necessary we will prioritise based on clinical need, but because we are a small team it is possible there may

be occasions when it is not possible to provide a home visit. Veterinary care will always be available but may involve you arranging to bring your pet to a clinic. Fees reflect the cost of travelling to you and staff time. These fees are available on request.

- 5.2. On occasion particularly with emergencies we may ask you to bring the pet straight into the clinic if we feel this will be the most appropriate way of providing care for the patient.

6) Payment

- 6.1. We require full payment of any veterinary services or products supplied to be made at the time.
 - 6.1.1. Payment can be made by Cash, Credit/Debit card, Google/Apple Pay. We are only able to accept cheques in exceptional circumstances.
 - 6.1.2. We accept direct insurance claims for claims over £300 at the discretion of the Directors. A direct insurance claim is one where you do not pay us the full amount, just the excess and fees not covered by your insurance policy; rather we claim the money directly from the insurance company. If all or any part of the insurance claim is not paid by your insurance company for any reason, you will be liable for the outstanding balance. You will need to supply us with a completed claim form and proof of a current and valid insurance policy and sign an insurance claim declaration.
 - 6.1.3. The Delayed payment of an invoice, pending recovery of the sum from your pet insurer, may be agreed upon at our discretion. This must be agreed upon in writing and you will need to sign an insurance claim declaration. You remain liable in full for all outstanding amounts and all sums shall become due and payable in full by the end of the extended payment period (as agreed) whether your insurer has made payment to you or not.
 - 6.1.4. If we have not had payment or correspondence from the insurance company within 30 days of submitting the claim, we will treat this as a refused claim and will seek to recover the full costs from you.
- 6.2. On occasions we may request payment in advance
- 6.3. If any invoice or other sum owed by you is not paid when due then, we may at any time:
 - 6.3.1. Refer to a third-party debt collection agency
 - 6.3.2. Instigate proceedings against you in the county court.
 - 6.3.3. Add additional charge(s) to your outstanding account to recover fees and costs in connection with the collection of the sum owed, including administrative and legal costs and debt collection agency fees
 - 6.3.4. Issue you with a notice that no further veterinary services and/ or products will be supplied to you by us until the outstanding amount has been cleared
 - 6.3.5. Insist you make full payment before goods or services are provided.
- 6.4. If for some reason you are unable to pay for the veterinary services supplied to you, we are obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet. If emergency treatment is required to alleviate suffering, this will be given irrespective of the ability to pay.

7) Complaints

- 7.1. We hope you never need to complain as it is always our intention to provide you with the best possible veterinary care and service that we can. However, we are human and can make mistakes. If you are unhappy or dissatisfied with any of the services/ products we

have supplied then please contact us at the time if possible and either speak to the team member concerned or speak to the reception team in the first instance and they will try to resolve your concern. If they are unable to resolve the issue, they will escalate it to the directors.

- 7.2. If you wish to put your complaint in writing you can either email it to team@wightvets.com or by post to the correspondence address above. We would aim to acknowledge receipt by return and resolve the situation at the earliest opportunity.
- 7.3. We reserve the right to share your information with our insurance company or indemnity providers or other professional advisors if we believe this will enable us to resolve the complaint more effectively.

8) Data Protection

- 8.1. We will use any personal information (including that of your employees or agents) that you supply us with to:
 - 8.1.1. Provide veterinary services/ Products
 - 8.1.2. Process your payments for veterinary services and/ or products we supply.
 - 8.1.3. Inform you about products and services that we supply – You may opt-out of these at any time by contacting us.
- 8.2. We may pass your details to debt collection agencies or legal advisors in the event of unpaid fees.

9) Others

- 9.1. No alteration can be made to these terms and conditions without our express written permission.
- 9.2. We reserve the right to update and amend these terms and conditions at any time. The latest version will be available on our website or on request.
- 9.3. These terms and conditions shall be interpreted in accordance with the laws of England and Wales. The English Courts have jurisdiction in any dispute arising out of our work on your behalf.
- 9.4. If any terms or provisions of this agreement (or parts thereof) are to become invalid, illegal or unenforceable, the remainder shall survive unaffected to the fullest extent permitted in law.

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