

ONLEY EQUINE VETS

Terms and Conditions of Business

How we work

At Onley Equine Vets customer satisfaction is very important to us and we believe every horse, pony and donkey deserves the highest standard of veterinary care, irrespective of age or breed. Every owner deserves exceptional customer service from a friendly professional team. We aim to be transparent in both the work we do for you and our Terms of Business. We have provided below the important details that you should know before choosing us as your Equine Veterinary Practice. This will enable you to understand our obligations to you and yours to us. When you request our services you and we are bound by the Terms and Conditions outlined in this document.

If you have any questions, please contact our Practice Manager or one of the Practice Partners.

Opening an Account

When choosing Onley Equine Vets for the first time, you will be asked to pay for services or goods in advance or at the time of visit either by cash, or over the phone by credit/debit card. Please be aware that when you ask us to open an account for you, it is our normal practice to check all new clients' credit rating with a credit reference agency. We may also require your permission to contact any previous veterinary practices to obtain your equine's medical history and to check that you do not have any outstanding accounts or a negative credit history.

Our Fees

Our professional fees are determined by the time spent on a case and the drugs, resources, materials, and consumables used. All fees, consumables and drug charges are subject to VAT at the current rate. We are always happy to provide written estimates for any procedure should you require one, however please bear in mind that any estimate we give can only be approximate, as often a horse's illness will not follow a predictable or standard course. You can be assured however that the cost of prescription-only medicines is constantly monitored to ensure prices are competitive.

Our Payment Terms

- We will generally request payment in advance for certain services, such as vettings or large surgical procedures. Payment is due within 14 days from the date of the invoice.
- To offset the cost of late payment to us and to minimise the risk to our service levels, we will charge all clients a non deductible administration charge on invoices that remain unpaid after 28 days from the date of the invoice. Thereafter, non refundable interest at a rate of 5% of the total outstanding balance will be charged every 4 weeks until full payment has been received.
- All hospital patients are asked to pay at collection unless other arrangements have been agreed with the Onley Equine Partner in charge of the case. If your horse is admitted to hospital you may be asked to pay a deposit towards treatment within 24 hours of their arrival.

Overdue Accounts

If an outstanding balance is not paid within 60 days of any treatment, this will result in non refundable interest charges (see 'our payment terms' for details and referral to our debt collection agency. Further charges may be levied in respect of costs incurred in collecting the debt. We may also inform other local veterinary practices of the reasons for referral of the debt to the debt collection agency. Should this situation occur, clients who have outstanding debts with us must prepay for services or goods with a credit/debit card or cash. Clients who are persistently late in paying will also be required to pay all fees at the time of treatment and access to our veterinary services may be withdrawn.

Payment Methods - making it easy for you

Our aim is to make payment as easy as possible for you. You may settle your account using:

- CASH
- CHEQUE with current banker's card.
- CREDIT/DEBIT CARD in person or over the phone (Switch, Solo, Mastercard, Visa & Delta - we do not accept American Express.)
- Online or by bank transfer.

Sort Code: 30-18-83, Account: 00268882

Reference: your invoice number

Returned Cheques and Payments

Any cheque which you issue which is returned unpaid or any credit/debit card payment which is not honoured, or any cash payment which is found to be counterfeit will result in your account being restored to the original sum. As you would expect, additional charges may also be incurred in the process.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account, please immediately contact our Practice Manager to discuss the situation.

Equine Health Insurance

Onley Equine Vets strongly supports the principle of insuring your horse against expected illness or accident. The role of the insurance company is to reimburse you for fees incurred for veterinary treatment. Even when insured, your veterinary charges and fees must be paid by you initially and are due for payment on presentation of the invoice. You then claim the fees from your insurance company. Under very specific circumstances Onley Equine Vets can arrange for Insurance Companies to make payment directly to us. This has to be agreed before or at the time of treatment with an Onley Equine Partner and has to be agreed before or at the time of treatment with your insurance company. We cannot guarantee that your insurance company will cover the costs of your equine's treatment and you are therefore

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encouraged to contact the insurance company to verify cover beforehand. Many policies insist on this and to fail to do so will invalidate your policy.

Livery Yards/Training Stables

Please ensure that you have made a suitable agreement with the livery/training yard owner that gives them permission to call the Vet on your behalf and authorise treatment for your equine. Our Policy for equines on livery/training yards, is to invoice the animal's owner directly. Where livery yard/stables do arrange a veterinary service or purchases of goods from us, it is assumed that permission has been given by you for this service or goods to be provided. If this is the case, you will be invoiced and responsible for prompt settlement of that account. If you have a written agreement with the yard/training stable, that invoices will be initially settled by the yard/training stables, then that livery yard/training stables is responsible for ensuring accounts are settled on time. They also become liable for any late payment action. Their terms and conditions for this service are between you and them and not the responsibility of Onley Equine Vets.

Disputes

Any dispute with the fees/service presented must be put in writing to the Practice Manager within 14 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, the overdue accounts procedure will become effective. Therefore clients are always advised to settle their invoice on time, and if there is a dispute this payment is made without prejudice.

Ownership of your Equine's Records

Although we are treating your equine, all case records, x-rays, scans and similar documents are the property of, and will be retained by Onley Equine Vets. Whilst you are free at any time to see these records, and even though a charge may be made for the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray or ultrasound scan 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

Our guarantee to you: we will only use client details for the purpose of our business. We will not intentionally pass, without your permission, any details on to 3rd parties, unless specifically detailed above. We will aim to accurately maintain your contact preference details on our databases.

Your responsibility: you will provide us with correct and updated personal information to allow us to provide our services to you in a timely and efficient manner.

Passports

All horse, ponies, donkeys and mules must have passports which should be available to our vets to check. We strongly recommend that passports are signed by you the owner to confirm that the equine is not for human consumption. If a passport is not available, a detailed record of your equine's medicinal products must be retained.

Termination of services

You may ask us to stop caring for your equines at any time. Alternatively, we may stop looking after your equines if:

- you do not accept our advice
- we no longer have the expertise
- you fail to settle your account on time
- we are prohibited by law from doing any further work on your case
- the relationship between you and us breaks down

Under these circumstances, we will provide you with notice in writing.

Variation in Terms and Conditions of Business

No addition or variation of these conditions will bind the practice unless specifically agreed in writing by the Onley Equine Vets Partners. Additionally no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in anyway.