



Terms and Conditions of Business

These terms and conditions ("Agreement") govern the provision of veterinary services by Copthorne Vets ("Practice") to clients and patients. By using the services provided by the Practice, you ("Client") agree to be bound by these terms and conditions.

Services and Obligations

1.1 The Practice will provide veterinary care and services for animals under the care of the Client.

1.2 The Practice will make reasonable efforts to ensure the accuracy and efficacy of the services provided. However, the Practice does not guarantee any specific outcome or result from the treatment or services rendered.

1.3 The Client agrees to provide accurate and complete information about the animal's medical history, including any pre-existing conditions, allergies, medications, or other relevant information.

1.4 The Client acknowledges that the Practice may need to refer, with their agreement, the animal to a specialist or emergency facility for further examination or treatment if necessary.

1.5 The Client is responsible for providing accurate contact information and keeping the Practice informed of any changes.

Fees and Payment

2.1 The Client agrees to pay the Practice for all services rendered as outlined in the Practice's fee schedule, available on request. Fees are due at the time of service unless alternative arrangements have been agreed upon, by the Director, in exceptional circumstances.

2.2 The Client is responsible for all costs associated with the animal's treatment, including medications, laboratory tests, surgery, hospitalisation, and any other services provided. Detailed invoices are supplied.

2.3 The client may request a written prescription to obtain Prescription Only Medicines Veterinary, (POM-Vs) from another veterinary surgeon or pharmacy. This may only be provided for animals under the care of the Practice.

2.4 The Practice reserves the right to request a deposit or partial payment before commencing treatment or performing any procedures.

2.5 In the event of non-payment or late payment, the Client will be responsible for any collection costs, including but not limited to debt collection agency and court costs.

2.6 Methods of payment. We accept cash, credit or debit cards and bank transfers.

2.7 Estimates of treatment costs are available on request and will be offered for all procedures.

Appointment Cancellations

3.1 The Client must provide a minimum notice period, as determined by the Practice, for any appointment cancellations or changes.

3.2 The Practice reserves the right to refuse or reschedule appointments based on availability and the urgency of other cases.

Pet Health Insurance

4.1 The Practice strongly supports the principle of insuring pets against unexpected illness or accidents. Please ask for details about insurance from any member of the Practice team.

4.2 The Client must pay the Practice for services provided and then reclaim the fees from their Insurance provider. In exceptional circumstances a direct claim may be authorised by the Director.

4.3 The Practice will assist with insurance claims but it is the responsibility of the Client to start the claim process on-line as instructed by their insurance provider. As soon as the Practice receives notification from the insurance provider they shall endeavour to process the claim within 14 days.

Complaints & Standards

5.1 Client complaints can be made to the Practice in person, by telephone or written in an email or letter. All complaints will be triaged and directed to the management team for resolution within an agreed timeframe.

5.2 The Practice encourages all feedback, both positive and negative, to assist in maintaining and improving expected standards.

Confidentiality and Privacy

6.1 The Practice will maintain the confidentiality and privacy of the Client's personal information and animal's medical records, in compliance with applicable laws and regulations.

6.2 The Practice may collect and use personal information and medical records for the purpose of providing veterinary services, billing, and internal record-keeping. The Client's information will not be shared with third parties without the Client's consent unless required by law.

Ownership of Records, Radiographs, Documents and Reports

7.1 Client and animal records, diagnostic images, documents and reports are the property of, and will be retained by the Practice.

7.2 Clients may request that copies of animal records, diagnostic images, documents and reports be sent to another veterinary practice for the purpose of providing veterinary care. The Practice retains the right to charge a fee for providing copies when additional expense is incurred by the Practice.

Variations in Terms and Conditions of Business

8.1 No addition or variation of these conditions will bind the Practice unless it is specifically agreed in writing and signed by management.

8.2 No agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.

By using the services provided by the Practice, the Client acknowledges that they have read, understood, and agreed to these terms and conditions.