

## Lanark Practice

New Lanark Market  
Lanark  
ML11 9SZ  
Tel: 01555 660000



## Stirling Practice

Stirling Agriculture Centre  
Stirling  
FK9 4RN  
Tel: 01786 231199

### EQUINE DIVISION TERMS OF BUSINESS

We are authorised and entitled to practice as Veterinary Surgeons by the Royal College of Veterinary Surgeons. We are required by law to adhere, at all times, to their standards of ethics and professional conduct.

#### General

Our intention is to provide a high quality and efficient service, which will ensure your animals will receive the most appropriate treatment for their needs when under our care. If for any reason you are unhappy with any aspect of your dealings with the Equine Division then please discuss your concerns, in the first instance with the person dealing with your horse, however, if that is difficult then please speak to any one of the two Clinical Directors. We will endeavour to deal with any complaints as quickly as possible.

Complaints can also be sent to [equinefeedback@clydevetgroup.co.uk](mailto:equinefeedback@clydevetgroup.co.uk).

#### Charges

Our practice policy is to take a minimum £100.00 deposit before any work is carried out. This applies to all newly registered clients. This payment may be made at the first visit in the form of cash, bank transfer, or by debit or credit card payment over the telephone prior to the appointment.

#### Unpaid Accounts

If an equine account is outstanding for more than thirty days, without an arrangement for extended credit, the account will be deemed to be overdue, and our accounts department will automatically pursue settlement of the account. When an account becomes overdue, please be aware we reserve the right to suspend all further veterinary work.

Interest of 1% will be charged, monthly, on any overdue amount over 30 days.

We reserve the right to assert any further claims resulting from loss arising from default in any event.

The legal and non-legal costs (whether or not legal proceedings are instituted) incurred for enforcing the claim and collection of the debt (including the fees of the collecting agencies and solicitors) shall be added to your account.

In the case of an outstanding account being passed to a third party for collection please note any fees incurred by this action will be payable by the account holder.

#### Equine Visit Fees

The visit fee charged covers not only the vets' time and motoring expenses but also the reception arrangement time and recording all the clinical details. When a vet attends any premises to treat more than one client's horse then the fee will be shared equally between the clients attended and an administration cost of £3.00 +VAT per client is added to cover the extra administration costs involved in processing and arranging these shared visits.

### Estimates

Any estimate given will be for probable fees, based on our experience of the general amount of work involved in certain procedures. Due to the nature of veterinary medicine, this can vary considerably between individual animals. We will endeavour at all times to keep you advised of changing costs.

### Ownership of Records

All clinical records, reports and diagnostic images, carried out by Clyde Veterinary Group Ltd shall remain the property of the business.

### Repeat Prescriptions

When ordering repeat prescriptions please give at least 48 hours notice so we can ensure items requested are in stock and available.

All animals are required, by law, to be regularly re-assessed in order for veterinary medicines to be supplied.

### Post and Packaging

A postage fee will be charged to cover Royal Mail costs, our time, and packaging materials used. Please note that all items of medication will be posted using the Royal Mail's Guaranteed Delivery Service in order for these items to be tracked and traced if necessary. Please also note that certain medications (particularly liquids and aerosol) cannot be posted out.

### Equine Insurance Claims

We are happy to process equine insurance claim forms on your behalf in order to claim for any veterinary fees incurred for treatment to your horse(s). A fee of £20 per condition is charged for this service. In order for us to do this we require a claim form from you, which has the policyholders section completed and signed.

We would also ask that you contact your insurance company to inform them that Clyde Vet Group has permission to discuss your equine claim with them.

We require the insurance company pay us directly. However, if you wish the insurance company to pay you directly then we will expect settlement of the outstanding amount before we will process the veterinary section of the claim form.

We must make you aware that you remain liable for the balance on the account at all times. If the insurance company does not pay out on a claim, or there is an unacceptable delay in settlement then we shall seek immediate settlement of any outstanding monies from you. Any credit surcharges accrued whilst the claim is pending shall be credited from your account when a settlement figure is received. Any surcharges accrued after the insurance company has settled will be payable by yourself.



**vetPartners**