



Terms & Conditions

Fees

- All fees are subject to VAT at the current rate.
- Fees are determined on a case by case basis and are determined by the nature of the condition, drugs and materials used.
- Written estimates can be provided on request for all procedures, and itemised invoices provided on completion of all procedures/treatments. Due to the nature of our work costs can increase if unforeseen circumstances arise or the treatment requires further investigation. We will always try to contact you to discuss any change to the agreed treatment, plan or costs.
- Detailed invoices can also be provided for all cases on request.

Methods of payment

- Invoices are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets.
You may pay by:
 - Cash
 - Credit / Debit Card – Switch, Solo, Delta, MasterCard, or Visa.
 - BACS

Settlement Terms

- Invoices are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets. If for any reason you do not pay in full a reminder will be sent. In the event of non-payment, further reminders may be sent which could incur administrative costs. If satisfactory repayment arrangements have not been made with ourselves, overdue accounts, after due notice to you, will be referred to the Scottish Courts. This will incur you further costs whilst collecting the debt. If payment terms are not met, the practice reserve the right to withhold routine treatments, goods and services until full payment is received
- If you think you will be unable to pay your account, please inform a member of staff as soon as possible. You may ask to speak to a member of staff in private if you prefer not to discuss this in reception.

- Failure to comply with payment terms may result in you no longer being able to have credit facilities with the practice.

Accounts

- Account facilities may be granted only at the discretion of the Directors. References will always be requested. We ask that your account is settled in full within 30 days of the date of invoice. You may settle your account by cash, cheque credit/debit card (Switch, Solo, Delta, Mastercard or Visa) or by Bank Transfer. In the event of non-payment, a reminder will be sent which could incur administrative costs. If satisfactory repayment arrangements have not been made with ourselves, overdue accounts, after due notice to you, will be referred to the Scottish Courts. This will incur you further costs whilst collecting the debts. If payment terms are not met, the practice reserve the right to withhold routine treatments, goods and services until full payment is received.
- If you think you will be unable to pay your bill, please inform a member of staff as soon as possible. You may ask to speak to a member of staff in private if you prefer not to discuss this in reception. Failure to comply with payment terms may result in you no longer being able to have credit facilities with the practice.

Feedback and Complaints

- We welcome feedback – good or bad! Please let us know what you think, to help us continue to improve our service to you. You can leave feedback by letter, on our website at www.arkvetcentre.co.uk, or in our feedback box at reception.
- If you are dissatisfied with our service, please make your complaint known to the practice manager. Any written letters of complaint will be acknowledged within five working days.

Data Protection

- We will never pass on your personal details to a third party, or discuss your pet or animal details with anyone unless you have given your consent.
- If your pet is referred to a specialist then your pet's history and any tests results or x-rays will be passed on with your permission. Your clinical records including any x-rays remain the property of Ark Vet Centre Limited.
- See our Privacy Notice for full details.

Conditions of Registration

- By registering you agree to the practice's terms and conditions of business.
- We require a clinical history check from previous vets for new clients. It is a condition of registration that you consent to the disclosure of this information. Credit or debit card details may be requested as a guarantee upon registration. We shall also have the right to require full payment in advance, or a deposit at the time of booking in certain circumstances.
- We do occasionally take on clients from further afield, however please be aware that we would not be able to carry out house visits outside these areas (see House visits).
- We would strongly recommend that if you are outside our area, that you plan to make alternative arrangements for visits should your pet be unable to travel.

Pet House Visits

- The best facilities for treatment of your pet are in the veterinary surgery. We recommend that in most occasions you bring your pet to the surgery for examination and treatment. However, there are occasionally circumstances when home attendance may be more appropriate. Please call us to discuss this, if you think this is the case.
- If you request a home visit, we appreciate as much notice as possible to help us accommodate your request. This is particularly important if you live some distance from the practice.
- Visiting pets at home takes much longer than at the surgery. We respectfully advise that home visits are more costly for this reason.

Out of Hours Arrangements

- There is a vet available 24 hours a day. If your pet/animal falls ill or has an accident outwith normal opening times please telephone the practice on 01576 202552 and your call will be diverted to the vet on call.

Prescriptions

- Your veterinary surgeon may prescribe relevant veterinary medicinal products only following a clinical assessment of an animal under his or her care. The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 6 months, but this may vary with individual circumstances.

We thank you for respecting our Terms and Conditions of Business.