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General Terms and Conditions

Thank you for entrusting the care of your pet to N & L Irving limited.
This document details our practice Terms and Conditions of Business. Should you require any clarification of this information, please just ask a member of our team, who will be happy to help.

FEES

A consultation fee will be charged each time you visit a Veterinary Surgeon, the fee includes their professional advice as well as their time. A follow up visit fee is charged even if a Vet requests you return at a later date. All fees, diets and drugs charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to drugs, consumables, materials and diets used. A member of the team will be happy to discuss any queries you may have. You will receive a detailed invoice for every consultation surgical procedure or transaction with us at the time of payment at your request. Please be aware that if you present your pet for a vaccination and our vet deems your pet unfit for vaccination a consultation fee will be charged.

ESTIMATES OF TREATMENT COSTS

We can provide a written estimate as to the probable cost of a course of treatment or surgical procedure. Please bear in mind that any estimate given can only be approximate and additional costs may arise as treatment progresses, which could not be predicted at the outset. We will make every effort to discuss any additional costs as they occur. Please note it is your responsibility to provide us with accurate contact details.

PROCEDURES

Should you need to book in a routine or planned procedure, we will require 50% of the estimated charges at booking to ensure your booking is secure and the remaining 50% at discharge, with emergency surgery we require 50% of the estimated charges at admission.

GENERAL PAYMENT TERMS

- We are not able to provide any form of credit or delayed payment as we are not licensed to do so by the FCA and therefore all treatments and services must be paid for at the time of treatment
- We may ask you to pay partially or in full in advance of your pets treatment
- We accept payment via Cash, Debit Card and Credit Card.
- Should you incur an outstanding balance we are able, by the terms and conditions of our health care plans, suspend provision of these services until the outstanding balance is cleared.
- We will employ the services of a Debt Recovery agency should this be necessary. Should a balance not be settled within the time frame specified we will not hesitate to seek advice and assistance from the small claims court, this could have a detrimental effect on your credit rating and being able to seek credit in the future.

INSURANCE

- We request all treatment and fees are paid for at the time of treatment and that any claimable fees be claimed back from your insurance company once treatment is completed.

- Please note: we are unable to claim back any fees that have not been invoiced here, this includes, written prescriptions, Visits to the Out of Hours Vet and any Hydrotherapy, physiotherapy sessions.
- To process an insurance claim we charge £25 per claim , however we have a 7-10 day turnaround once we have received the claim information.
- In rare circumstances, and by authority of our Practice Manager ONLY, we may be able to explore the option of a Direct Claim, there a particular Terms & Conditions which are associated with a Direct Claim. The fee to complete a Direct Claim is £25.00 plus any excess to be paid, with subsequent continuation claims charged £15.00 per claim. The minimum fee for a Direct Claim to be considered is £500. For more information please contact the practice.
- We are unable to get involved in disputes with your insurance company, should you be unhappy with a claim. A dispute is between yourself and them, we are happy to look into rejected claims should there be a genuine mistake on either our part or the Insurance companies' error.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part payment of any account will not be accepted.

MISSED OR LATE APPOINTMENTS

We would appreciate you alerting us as soon as possible if you are unable to make an appointment, or are running late to a planned appointment. Due to the nature of our practice, managing planned appointments alongside unexpected emergencies being admitted, we may at times not be able to see a late running appointment, and advise that rebooking is necessary. There will be a late fee of £10.00 per appointment per pet if cancelled within 24 hours of the appointment time, or £25 should you fail to turn up for a booked appointment.

COMPLAINTS AND STANDARDS

We hope you never feel need to complain about the standard of service received from us However if you are dissatisfied and wish to make a complaint, Please send any concerns in by visiting our website and clicking on the contact us link at the bottom of the page. We are more able to resolve any complaints if they are put in writing. We are unable to resolve concerns and complaints over the phone as we need a detailed encounter of the complaint, so we can investigate thoroughly. Complaint responses can take up to 14 working days for non-clinical and up to 21 days for clinical, from receipt.

ACCESS TO RECORDS AND OWNERSHIP OF RADIOGRAPHS

Case records (including radiographs, ultrasound scans and similar documents) are the property of, and will be retained by, Ourselves. Copies of such records will be passed on by request to another veterinary surgeon should the need arise and you have sent in written permission due to data protection. The care given to your pet may involve making specific investigations, for example taking radiographs or performing ultrasound scans. Professional fees will be applied for the reading and interpretation of such tests. Ownership of the resulting diagnostic material (radiographs, printouts, traces, etc.) remains with the practice. Radiographs will only be released from the practice on request by another veterinary surgeon taking over the case. If your pet is insured and should a claim be made, copies of your pet's clinical history may be forwarded by us to your insurers at their request in order to facilitate processing of the claim.

REPEAT PRESCRIPTIONS

Should the treatment of your pet require long term medication, then we advise (in accordance with legal guidelines) to examine your pet at a minimum of three monthly intervals, at the discretion of the veterinary surgeon, before we are able to dispense/prescribe further prescription only medicines. Such

a clinical examination by the veterinary surgeon will incur an examination fee. Should you wish to obtain your pet's medication from a supplier other than your veterinary surgeon a written prescription (incurring a prescription fee) can be provided. Please note that 5 working days' notice will be required if you request a written prescription. Please ensure your prescriptions are collected within 14 days of request or the products will be returned the shelf and paper prescriptions destroyed.

PRESCRIPTION ONLY FLEA/WORM PRODUCTS

We advise the regular use of parasite prevention medicines. The majority of these products are currently prescription only (POM-V) and therefore we may request to examine your pet prior to dispensing an appropriate product. A Vet consultation will be undertaken to ensure your pet is fit to be dispensed parasitic treatment, However, should your pet be unwell and require a diagnostic examination a consultation fee will still be payable at the time of the examination. Please ensure your prescriptions are collected within 14 days of request or the products will be returned the shelf and paper prescriptions destroyed.

APPOINTMENTS AND OFFICE HOURS

- Office hours: Monday to Friday, 08:30am to 6.00pm, Saturday 08:30am to 13:00 noon.
- Pet visits are by appointment. For an appointment, please phone 0161 766 2550 or email tairvingvets@gmail.com. Emergency appointments will be seen as soon as possible. Where an animal is seen outside of normal consulting hours an additional fee may be payable, please call to confirm any extra costs.
- We do not remain on the premises overnight. If your pet is hospitalised with us, you will be informed of the level of overnight monitoring your pet will require following a veterinary assessment.
- For **out of hours emergencies** please phone: 0161 766 2550
- Out of hours emergency cover is provided by Pet medics Walkden. Telephone advice is available free of charge. If your pet needs to be seen out of hours you can travel to Pet medics for any necessary treatment, and additional after hour fees may be payable. Please call them to confirm their fees. The emergency treatment account must be settled with Pet medics directly.

SECOND OPINION & REFERRAL SYSTEM

Referrals:

In cases where we feel your pet may benefit from greater expertise in a specific area, we may consider arranging an appointment for your pet at a specialist veterinary centre; this is known as a referral. After the specialist treatment, you will be referred back to us to continue your pet's treatment. The referral account must be settled with the referral centre directly.

Second Opinions:

There are no restrictions in your seeking a second opinion from another vet for your pet's treatment. The second vet will need to contact us to obtain your pet's clinical records so that conflicting treatments can be avoided. It is also a professional obligation that is expected of vets. After the second opinion has been given, you may be referred back to us. The second opinion account must be settled with the second opinion practice directly.

INFORMATION YOU PROVIDE

On registration you will be asked to provide some personal information in order to enable the provision of our services. We will store this information manually or electronically. By supplying this information you are consenting to the practice holding and using it for the purposes of maintaining accurate records of your pet's health and veterinary treatments. Personal information collected and/or processed by the practice is held in accordance with the provisions of the Data Protection Act 2018 and General Data Protection Regulation (GDPR). Personal information will not be sold to third parties, or provided to direct marketing companies or other such organisations. You are able to opt in and out of marketing materials at your own request. Please note it is your responsibility as our client to update any changes to your personal information e.g. Address, telephone number, email address changes.

COMPLETE CARE HEALTH PLANS

Our Complete Care Health Plan offers clients the opportunity to spread out payments for preventative care. If you would like further information on this please contact the practice. Payments and admin are handled by Premier Vet Alliance. Should you cancel your plan prior to 6 months of joining you will incur an administration charge of £40.00 per pet, an invoice will be raised and posted to your home address. Plans can be reinstated by emailing ourselves or calling 0800 5871019. We are happy to reinstate plans that have been cancelled in error, however should you cancel and reinstate twice in a year, we will be unable to reinstate and you will only be able to re-join by paying the annual fee upfront. It is the responsibility of you the client to ensure that you are keeping up to date with your complete care benefits. While we do send useful reminders, these are not always accurate so it is the responsibility of you the pet owner to ensure you are keeping a note of dates for vaccines, flea and worming etc. We cannot be held responsible for not receiving reminders.

ZERO TOLERANCE POLICY

We have a zero tolerance policy, we will not accept any verbal, physical, threatening or stalking behaviour. We reserve the right to dismiss anyone from our practice that has taken this approach and will happily forward your pet's medical history to another Vet of your choice.