

## OUR COMMITMENT TO YOU

We will provide a first opinion service to the best of our ability. We will provide you and your pet with our highest standard of care. Where appropriate we may advise referral of you and your pet to an appropriate centre for specialist opinion including more in-depth investigation and treatment.

## FEES

All fees are due for payment at the time of the consultation or when your pet is discharged after an in-house procedure. All fees, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request and will be offered for non-routine procedures.

## OTHER FEES

Additional fees apply for indirect veterinary work; administration fees, for example the requirement to complete insurance forms on behalf of our patients, or referral management for the arrangement and management of a referral of our patient to a specialist practice, reporting and drug dispensing fees. These costs are nominal fees for the time taken for these tasks to be performed, as well as any additional time that may be needed for reporting.

## METHODS OF PAYMENT

We accept cash, credit or debit cards. Card payments may be given by phone or via our online payment facility. Card credibility may be checked in advance.

## ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course. We will endeavour to keep you updated of ongoing treatment costs, for example, if your pet were to require hospitalisation at the practice.

## SETTLEMENT TERMS

Should an account not be settled at the time of treatment, an invoice will be sent with an additional accounting fee in respect of administrative costs incurred. This however, may be deducted if payment is made promptly. Should it be necessary for further reminders to be sent, further administration charges and interest will be incurred. If a member of Riverside Pet Community/Riverside Vet Plan and monies are owed from other services, we have the right to halt membership benefits and use any further payments against the outstanding debt. Administration charges and interest may still be accrued in this instance.

### Riverside Vets



Small Animal:  
02380 620 607



Equine:  
02380 620 605

After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum. Any alternative payment arrangements must be sanctioned with management prior to treatment.

## PET HEALTH INSURANCE

We strongly support the principle of insuring your pet against unexpected illness or accidents. For further information on insurance please ask a member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance company. We are happy to assist you in making a claim and endeavour to send off all completed insurance forms as quickly as possible following receipt. Please speak to us before cancelling or changing your insurance company.

## RIVERSIDE PET COMMUNITY

Riverside Pet Community is a monthly membership which will continue until the contract is terminated. Membership cancellation; all fees due to us will be calculated at our standard rates, should membership be cancelled within a 12 month rolling period from the contract commencement date.

## COMPLAINTS & STANDARDS

We hope that you never have reason to complain about the standards of service received from our practice. However, should you feel that there is something you wish to bring to our attention, please contact management in the first instance.

## FEEDBACK

We value your feedback on our services. Please do let us know your thoughts so we can continue to improve.

## OWNERSHIP OF RECORDS, RADIOGRAPHS AND OTHER DOCUMENTS

The care given to your pet may involve us making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice and will be retained by us. Case history records, radiographs and similar documents are the property of, and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.

## VARIATIONS IN TERMS & CONDITIONS OF BUSINESS

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by management. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

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[www.riversidevets.co.uk](http://www.riversidevets.co.uk)