

SCOURFIELD VETERINARY SERVICES TERMS AND CONDITIONS OF BUSINESS

PROVISION OF SERVICES

We offer a home visit service to provide animals with medical healthcare services. The home visit will be carried out by a fully qualified Veterinary Surgeon who is registered with the Royal College of Veterinary Surgeons (RCVS). We are a limited service provider. Due to the nature of the service, it is not possible for us to provide surgical treatment, hospitalisation facilities or to carry out certain diagnostic procedures (e.g. x-rays). We work with partner practices in London who can provide such services for your pet if required (details in 'Out of hours/Emergencies' section below). Scourfield Veterinary Services is registered with the Royal College of Veterinary Services.

OPENING HOURS

Phone lines are open from 8:30am to 6pm Monday to Friday. Appointment times are 8:30am to 6pm Monday to Friday, and 9am to 11am on Saturday. Please note Saturday appointments must be pre-booked, as our phone lines are closed at the weekends. Appointments may be available outside of these times (e.g. early morning or late evening), to try and provide clients with a convenient, flexible service. These must be arranged directly with the veterinary surgeon, and are subject to availability. Holiday hours may differ and can be found on our website; we are closed on bank holidays.

FEES

All fees are due for payment at the time of the home visit appointment. We accept payment by cash, card (credit/debit) or bank transfer. A full price list can be provided to you on request. We reserve the right to increase or decrease any fee or costs of services with no prior notice. The most up to date information will always be available on our website (www.scourfieldvetservices.co.uk). No medications will be dispensed without prior payment. For repeat prescriptions, or medications dispensed by post, we are able to accept payment by BACS or online payment. Please note we are unable to take payment by phone. We reserve our right to charge a home visit fee if the vet has travelled to your home for a pre-booked appointment, but you or a representative are not available for the appointment.

OUT OF HOURS/EMERGENCY SERVICE

In the event of an emergency, or if your pet requires attention outside of the opening hours, a 24-hour service is available by arrangement with our partner practices, whose details are below. You may also call our normal number on 07827 999 020 and listen to details on the voicemail. Please note that a home visit may not be available out of hours, or during an emergency situation. It is often in the best interests of your pet to travel to a practice in such circumstances, where a wider range of equipment and treatment options are available.

In the circumstance of home visit appointments being fully booked, or due to geographical time constraints, you may be advised to travel with your pet to one of these practices in order to receive treatment during our normal opening hours.

Stone Lion Veterinary Hospital, 41 High Street, Wimbledon, SW19 5AU. Tel: 0208 879 4790

Elizabeth Street Veterinary Clinic, 55 Elizabeth Street, Belgravia, London, SW1W 9PP. Tel: 0207 730 9102

It is the owner's responsibility to ensure a plan is in place should the animal require transporting, either in a routine or emergency situation. It is the owner's responsibility to transport their pet to a practice, should the need arise.

"Veterinary Assist" (tel: 07961 952 379 or 07940 360 936) is an example of a pet transport company who may be of assistance in the instance of an owner not having their own transport.

All fees that arise from the use of any such service must be paid directly by you to the provider. You reserve your right to contact a veterinary practice of your own choice, which may be one you are already registered with, for 24-hour provision of care.

OWNERSHIP OF RECORDS AND CLINICAL NOTES

Records and clinical notes are the property of, and will be retained by, Scourfield Veterinary Services Ltd. Copies of the clinical history will be passed on by request to another veterinary surgeon or practice taking over the patient's care. If you are registered with more than one vet, we will request the clinical history for your animal prior to the appointment. This is in the best interest of your animal, to ensure all veterinary surgeons know what treatment has been administered to your pet.

INSURANCE

We advise that you take out pet insurance, so that your pet can receive high quality care in the unfortunate event of an accident or illness. It is the owner's responsibility to choose an insurance policy that best suits the needs of their pet, and we are unable to recommend any policy on an individual basis.

PRESCRIPTIONS

Written prescriptions are available subject to a fee of £12. In accordance with legal requirements, a prescription can only be issued by a veterinary surgeon following a clinical assessment of an animal under his or her care. Our normal policy is that the animal has been examined by the prescribing veterinary surgeon within the previous 6 months, but this may vary depending on individual circumstances. The veterinary surgeon reserves their right to request a health check appointment is made prior to prescribing any medicines, regardless of any prior appointments. In such circumstances, the pet owner will be liable for the full cost of such an appointment.

For animals requiring repeat prescriptions, we provide a complementary postal service, or hand delivery, of medications to your home address.

GENERAL

Whilst every step is taken to ensure administering medicines to your pet is as safe as possible, adverse reactions to certain drugs or administration routes can occur. All medicines are used on a risk/benefit analysis after clinical assessment by a veterinary surgeon. Please discuss any concerns you may have with the vet prior to any treatment being administered. Always inform your vet if your pet has had a previous reaction to any medication.

LIABILITY

We have professional indemnity insurance to the sum of £250,000. We supply veterinary services and products to you on the condition that our liability for any loss, claim or cost shall not exceed, and shall be limited to, the maximum of the above-mentioned sum. Nothing in these terms and conditions shall exclude or limit our liability for death or personal injury caused to a human being.

Any dispute shall be referred to the Veterinary Defense Society to settle the claim, and shall be governed by English Law. We reserve our right to change or amend these terms and conditions without prior warning, and with immediate effect.

COMPLAINTS

We aim to provide a high level of care for your pet, and hope you never have reason to complain. If you wish to do so, please do so in writing, by emailing info@scourfieldvetservices.co.uk.

ACCEPTANCE

Please ensure you have read and understand the information provided. Please contact us in writing if there is anything you do not understand. Your continued use of our services constitutes your acceptance of the above information.