

Rowe Equine

TERMS & CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your horse, pony or donkey (equines) to Rowe Equine. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

SERVICE

We would like to feel that we offer the best Veterinary service and value possible and try to make this available to you whenever it is needed. We will try to make an appointment for your preferred veterinary surgeon to visit and at the best time for you.

We offer a 24-hour service and the phone will always be answered by the duty team. In an emergency a vet will see you immediately at any time of the day or night. This will carry an extra charge on top of our routine fees. It is also possible to arrange for you to meet a vet at the hospital at Wotton-under-Edge if this suits you. This is where we will need to see you for some xrays and surgical interventions.

FACILITIES AND SHOWROUND

Our hospitals are very well equipped and you are welcome to request a show-round. If the team is very busy they may plan this for a time in the near future which is convenient for you and for ourselves.

FEES

All fees, diets 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. Our written fee list is available on request.

You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at your first consultation with Rowe Equine. You may settle the account using:

- CASH.
- CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa or Delta.
- BANK TRANSFER

After that on filling in a registration form you can open an account with us.

ESTIMATE FOR 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.

SETTLEMENT TERMS

There are certain situations where credit may have been allowed by negotiation with the Practice Manager. Should an account not be settled within 30 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred.

These however, may be deducted if payment is made promptly. 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 productions of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our Bank as unpaid, 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.

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 payments of any account may ONLY be sanctioned with the express permission of The Practice Manager Thomasia Rowe

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EQUINE HEALTH INSURANCE

Rowe Equine strongly supports the principle of insuring your animals against unexpected illness or accidents. We can offer leaflets to enable you to read about and choose from a variety of policies on offer. Some policies may be cheaper than others but provide less cover. We also advise you to look into excesses and exclusions when choosing a policy - such as MRI, bone scan, and CT which are expensive diagnostic tools used more often now. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance company.

OWNERSHIP OF RADIOGRAPHS AND RECORDS

The care given to your animal may involve making some specific investigations, for example taking xrays 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. This also applies to the clinical history of an animal. This will be passed to another veterinary surgeon at your request.

VACCINATIONS

We strongly recommend vaccinations for your equines. Having these done on time is your responsibility but to help you we run a reminder service, where we will let you know it is due. Between us, the animals should always get their necessary booster.

HORSE PASSPORT

All equines must now have a passport. If you are still without one we are able to advise and assist with obtaining a passport for your horse. We will need to implant a microchip and can 'draw' the identification part for you. We can provide basic passport application paperwork at the time. But if a specific Passport Issuing Organisation (PIO), such as Weatherbys or Welsh Cob Society, is wanted then you will need to get the paperwork beforehand. You will pay us for the ID chip and identification and pay the PIO for the passport.

DRUGS AND PASSPORTS

You must sign section IX (nine) of your horse passport to allow us to treat it. This must be signed so the horse will not enter the food chain. If you sign to keep your horse in the food chain or have not signed, it is your responsibility to tell us at the time of treatment. Always have the passport available for treatment. This may not be possible in an emergency and special arrangements can be made.

IDENTICHIP

We promote identichip as a lifetime guaranteed identification chip placed under the skin of your pet. It is suitable for any animal but more important in those vulnerable by being outside and not with you at all times.

The identichip provides unique identification to your horse. We are happy to check that the chip is in place and working whenever you are in or near the surgery. We can also check them while visiting for vaccinations/tooth rasping if asked prior to the visit.

WORMING TREATMENTS

We recommend regular dosing with worm preparations for your horses and can advise what is the best product to use at certain times of the year. Where preparations fall within the POM category, we can only supply these if the following applies:

- The animal must already be registered with us and under our care.
- The animal has been seen by one of our vets within the last 12 months.
- We can also carry out worm egg counts to establish whether worming is necessary.

REPEAT PRESCRIPTIONS

When you request a repeat prescription for your animal, we can only supply the medication if:

- The vet has authorised a repeat prescription.
- The animal has been seen by one of our vets within the last six months.

Please ring to request a repeat prescription so that it is ready for collection when you arrive.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from the Rowe Equine. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Thomasia Rowe, Practice Manager. We want to hear from you so that we can always attempt to raise the standard of care and match your expectations.

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