

Veterinary Practice Terms and Conditions

**Fees**

All professional fees, diet, laboratory and drug charges are subject to VAT at the current rate. A detailed invoice will be provided after each appointment. All fees are due for payment on presentation of your invoice.

The University of Liverpool Veterinary Practice cannot offer payment plans. Failure to make agreed payments could result in your account being referred to a debt collection company. You will be charged an admin charge for the referral. You will be responsible for any and all additional costs that result from debt collection services.

**Methods of Payment**

You may settle your account using the following methods:

CASH\* or CREDIT/DEBIT CARD Switch/Solo/ MasterCard/Visa/Delta.

We cannot accept payment by cheque.

\*please note that during the ongoing Covid-19 pandemic we are not able to accept cash payments due to closures of University of Liverpool support facilities and would request that you pay by card.

**Settlement Terms**

Should any account remain unpaid it will be referred to a debt collection company. You will be charged an admin charge for the referral. You will be responsible for any and all additional costs that result from debt collection services.

**Pet Health Insurance**

The University of Liverpool Veterinary Practice **does not** offer direct claims. All outstanding fees should be paid in advance and claimed back by the client. Completed claim forms can be submitted to the admin team and these will be processed and submitted to the insurance company on your behalf, along with relevant clinical history and invoices.

All veterinary fees not covered by the client’s insurance policy will be the responsibility of the client. If you have cause to dispute your claim you will need to inform your insurer that you give us permission to discuss your case with them.

**Complaints and Standards**

The University Veterinary Practice aims to provide the highest standard of care, and hope that you do not have reason to be dissatisfied with our service. However, should you have cause to complain please do so in writing to the University Veterinary Practice, 1A Grove Street, Liverpool, L7 7AE.

**Ownership of Records**

All case records remain the property of, and will be retained by, the University Veterinary Practice. A copy of your pet’s clinical history can be provided on request.

**Ownership of Diagnostic Images**

All images (e.g. x-rays or ultrasounds) remain the property of the University Veterinary Practice. Any clinical images held by the Practice may be used for teaching of veterinary students/other professionals, client education or publication for teaching in a textbook, journal or on the web. Images can be provided to clients on request.

**Second Opinions and Referrals**

The Practice will facilitate a client’s request for a referral or second opinion.A referral may be for a diagnosis, procedure and/or possible treatment, after which the case is returned to the practice, whereas a second opinion is only for the purpose of seeking the views of another veterinary surgeon. Second opinions can be offered both within the practice, and to another veterinary practice.

When referring cases, the practice will make initial contact with a referral veterinary surgeon, and the referral veterinary surgeon will contact the client to arrange an appointment. The practice will provide the referral veterinary surgeon with all relevant clinical history and data necessary to facilitate ongoing treatment.

When a second opinion is requested by a client, a full clinical history and any relevant data necessary to facilitate ongoing treatment can be provided to a practice of the client’s choosing.

If you have requested an appointment with us for a second opinion, we will only be able to facilitate this with access to your pet’s clinical history. The charge for a second opinion consultation is £35 including VAT

**Out of hours and 24 hour care**

When the practice is closed emergency cover is provided by:

Vets Now

Woolfallheath Avenue

Huyon

L36 3YD

Their contact number is **0151 480 2040**

If your pet requires overnight care, we will liase with Vets Now to ensure continuity of their treatment plan and care. In some cases, referral to a 24 hour hospital practice will be more appropriate, and options for this will be discussed with you as needed.

**Students**

We are a teaching practice and Veterinary students, or Veterinary Nursing students may be present during your pet’s visit to the practice. Consultations may be started by a Veterinary student but are supervised by a qualified Veterinary Surgeon. All diagnosis, imaging, treatment plans and the prescribing of all medications is the responsibility of the Veterinary Surgeon in charge of the case. Students may also be involved while treatments or surgical procedures are carried out, and this will always be under the direct supervision of a qualified Veterinary Surgeon or Registered Veterinary Nurse.

**Missed/late appointments**

We reserve the right to charge for missed appointments – where you have not called to inform us that you cannot attend. Late arrivals may be seen at the discretion of the consulting Vet or Vet Nurse, but if you arrive after half your appointment time has elapsed you will not be seen and may be charged for a missed appointment. If you are running late please call to make us aware at the earliest available opportunity.

**Medicines and prescriptions**

Medications and written prescriptions are available from this practice. You may obtain Prescription only medications category V (POM-Vs) from the practice, or you may ask for a written prescription and obtain the medication from another veterinary surgeon of pharmacy. We are only able to supply POM-Vs for animals under our care. The charge for a written prescription is £10 inc VAT. A prescription may not be appropriate if you pet requires immediate care, or is an inpatient at the practice

**Zero tolerance policy**

We work closely with our clients and their pets to form a trusting relationship. As such, we have a zero-tolerance policy towards threatening or abusive behaviour aimed at our colleagues, students, or other clients. If this occurs, we will give you written notice of our intention to no longer provide veterinary services to you and will arrange for your pet’s records to be forwarded to the practice of you choice.

**Further information**

More information can be found on our practice website; [www.liverpool.ac.uk/small-animal-practice](http://www.liverpool.ac.uk/small-animal-practice)

The above terms and conditions are fixed and any variation on these conditions will not bind the Practice unless a specific written agreement is given by the Senior Veterinary Surgeon. We reserve the right to change our terms and conditions.