**REFERRAL TERMS OF BUSINESS**

**Terms of business**

This veterinary practice is a member of the CVS (UK) Limited group of veterinary practices, registered in England and Wales with registration number 3777473 and whose registered office address is below. This document sets out the terms of the contract established between us (ChesterGates Veterinary Specialists) and you (the registered animal owner or individual requesting veterinary services) which comes into being when you register your animal with our veterinary practice or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these terms of business please do not hesitate to ask us for further clarification.

**Payments**

* All fees for services and medications are subject to VAT at the applicable rate (currently 20%).
* A member of staff will provide you with an estimate of costs at the start of any treatment or investigation. You will be informed if these costs are likely to exceed the estimate and you will be kept informed of your account on a regular basis.
* You (the registered animal owner) are responsible for the full settlement of your account at ChesterGates Veterinary Specialists, including the initial consultation fees, insurance excess and charges in accordance with the business terms.
* If you have **NOT** informed ChesterGates and arranged a direct claim through your insurance company prior to the first consultation and the commencement of any treatment (this will incur a £20 process fee for this service), then the balance of the account must be settled when your pet is discharged from ChesterGates Veterinary Specialists. If your account reaches £1000 you may be asked to make an interim payment.
* If your insurance company has not settled within 45 days, then you will be asked to settle your account by other means.
* A follow up consultation can be carried out on the telephone but this may incur a fee.
* All payments are to be made in full and without deduction, set off, or counterclaim upon presentation of invoice. The payment can be accepted by cash, debit/credit card, or BACS transfer.
* In the event that an account is outstanding, we shall take such action as we consider appropriate to recover the outstanding balance which may include engaging a third party debt collection agency and/or instigating proceedings against you in the county court (this may affect your credit rating).

In such cases any costs levied by the debt collection agency will be added on to the outstanding balance owed.

**Prescriptions**

* A written prescription for the cost of your pet’s medication can be provided at your request. There is a small fee for the written prescription.
* Please note that we cannot accept the return of any prescription drugs as such items cannot be resold. If you wish us to safely dispose of any unwanted medication then we can do so.

**Data protection**

* We comply with the Data Protection Act 1998 and will take reasonable precautions to ensure that your data is kept securely, used appropriately and is not shared with third parties except as required for the purposes to pass onto a debt collection agency or legal advisors or on your instruction. You are entitled to be provided with details of the data that we hold about you upon request and payment of a £10 fee.

**Complaints**

* We pride ourselves on offering a quality service, and take customer complaints seriously. Should we not meet your expectations on any aspect of our service please discuss this in the first instance with the consulting Vet as soon as possible. If a satisfactory resolution cannot be reached please forward your complaint in writing to the Practice Manager Jackie Evans.
* If we are unable to resolve your complaint you may complain to: The Royal College of Veterinary Surgeons, Horseferry Road, London. We will co-operate fully with any investigation the RCVS may undertake.