



## TERMS AND CONDITIONS

Thank you for choosing to register your pet with Conanvet Ltd

These terms include important information – please read them. We recommend that you print a copy of these terms for future reference.

Please read these terms carefully before you submit and order or engage our services. These terms tell you who we are, how we will provide products and services to you, how you or we may change or end the contract, what to do if there is a problem and other important information.

### WHO ARE WE

We are Conanvet Ltd, trading under the business name below

**BUSINESS NAME :** Conanvet Ltd

**COMPANY NAME :** Conanvet Ltd

**REGISTERED ADDRESS :** Ardlair, High St, Conon Bridge, Ross-shire, IV7 8AZ

**PLACE OF REGISTRATION :** Scotland

**COMPANY NUMBER :** SC317966

**VAT NUMBER :** 266 0572 55

### HOW TO CONTACT US

You can contact us in writing at the above address, by email : [engage@conanvet.co.uk](mailto:engage@conanvet.co.uk), Tel : 01349 861203 / 01349 863117 or send us a message via PetsApp. We also have a facebook page and website.

### FEES

All fees, diets and drug charges are subject to VAT at the current rate. A detailed price list for products and consultations is available and estimated costs for surgical procedures. We reserve the right to change prices without prior notice. Please refer to our current price list for more information

### PET HEALTHCARE PLAN

We offer a pet healthcare plan, which is bespoke to our practice. The plan is overviewed by Easy Direct Debits, and is a great way to spread the cost of routine vaccinations and treatments, for your dog, cat or rabbit. Plan members also receive a 10% discount on all products and procedures, along with two standard consultations per year. Please see our leaflet for more information. You can join the plan easily via our website or call our friendly reception team on 01349 861203/863117.

## **PET HEALTH INSURANCE**

Conanvet Ltd strongly supports the principle of insuring your pet against unexpected illness or accidents. We advise that clients familiarise themselves with their policy, particularly with regard to excess fees and possible exclusions. Please note that it is the clients responsibility to settle their accounts and then reclaim the fees from their insurance company. Completion of the claim form by the vet or administrator will incur a small administration fee.

## **24 HOUR EMERGENCY COVER**

The practice has on-call vets available 365 days of the year, who are available to deal with emergencies during the hours that the practice is closed. In the event of an emergency, dial **01349 861203**, your call will be answered by an out of hours call handling service, who will in turn pass your details on to the duty vet. To ensure best service, please be prepared to provide the information requested. For pets, the vet is likely to arrange to meet you at our principle practice in Conon Bridge, which is best equipped to deal with emergency situations. Please note that house visits will only be provided if the vet decides that the animal's welfare would be compromised by moving them. It is the owners responsibility to provide transport to the practice. Out of hours consultation fees are charged. The vet can provide estimate of costs.

Farm and equine clients should follow the same telephone information as above, and the vet will arrange where to visit the sick or injured animal.

## **CARE OF IN-PATIENTS**

If your pet is unwell and requires admittance to Conanvets for overnight care, they will be admitted for hospitalisation by one of our vets or nurses at our Conon Bridge site.

Once admitted and treated they will be settled into a secure kennel and passed onto the care of our inpatient team.

After the premises closes, there are two on call vets caring for your pet. No member of staff remains permanently on site for the period between 7pm and 8am. The level of care your animal receives is dependant on the level of care the patient clinically requires. This will always include a late evening visit and overnight checks as required for both examination and medication.

After 8am checks and examinations, we aim to contact you before 9am, but in the unusual circumstance of not hearing from us, please contact us between 9 and 10am on 01349 861203.

For longer term care we welcome owner visits, this can be arranged with our inpatient team. Visits can be arranged once the clinical work is complete in the inpatient area, this is normally in the afternoon or evening.

## **OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS**

During the course of investigations, your animal may be x-rayed, require an ultrasound scan, or an endoscopy. Ownership of the resulting record remains with the practice. Copies, accompanied by clinical notes can be passed onto other vets or agencies e.g. insurers, where consent to do so has been given by the owner.

## **GENERAL DATA PROTECTION REGULATION (GDPR)**

Conanvet Ltd is committed to protecting your data, and remain transparent in the way it is collected, stored and used.

## **METHODS OF PAYMENT**

Payment is required on completion of each consultation, collection of your pet post surgery, and or at the time of collection of medication or other products.

We take payment via : Cash

Cheque

Credit or Debit card

BACS Transfer Online ( SORT : 83-18-01 ACCOUNT : 00256240

Pets App portal Online

We can take payment, in-house, over the phone or online.

We request that Farm accounts be settled within 30 days and Equine accounts within 24hrs.

For accounts queries please email : [accounts@conanvet.co.uk](mailto:accounts@conanvet.co.uk)

## **ESTIMATE OF COST OF TREATMENT**

We are happy to provide our clients with an estimated cost on request. Please note that the figure given will be approximate.

Where an account is not settled, a reminder will be text, emailed or written to the client. Accounts overdue by 30 days or more may be passed to a debt collection agency and the administration costs incurred levied to the client.

## **INABILITY TO PAY**

If for any reason you are unable to pay, please let a member of the team know, as they can refer you to the practice manager for further discussion.

Conanvet Ltd does not operate a payment plan.

## **CHOICE OF SURGEON**

We understand that continuity of care is important to you and your pet, and seeing a familiar friendly face at a time of stress can be a great comfort, so we aim to provide this service wherever possible, so talk to our reception team for booking options. Due to the nature of our out of hours on call rota, it's not possible to request a specific vet out of hours.

## **COMPLAINTS**

We hope that you will have a long and happy association with Conanvet Ltd throughout the course of your pets life, however should you feel the need to complain about any aspect of the service that you have received from us , please send your complaint in writing to the Practice Manager. You can email : [practicemanager@conanvet.co.uk](mailto:practicemanager@conanvet.co.uk) or address your letter to : The Practice Manager, Ardlair, High St, Conon Bridge, Ross-shire, IV7 8AZ

Please refer to our complaints policy for more information.