



Terms and Conditions

Thank you for choosing to register your pet with us at Conanvet Ltd

These terms include important information – please read them. We recommend 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 WE ARE

We are Conanvet Ltd trading under the business name below

BUSINESS NAME: Conanvet Ltd

COMPANY NAME: Conanvet Ltd

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

PLACE OF REGISTRATION: Scotland

COMPANY NUMBER: SC317966

VAT NUMBER: 266057255

HOW TO CONTACT US

You can contact in writing: Conanvet, Ardlair, High Street, Conon Bridge, Ross-shire, IV7 8AZ

By email: engage@conanvet.co.uk



Telephone: 01349 861203

Send us a message on PetsApp

Website: www.conanvet.co.uk

We also have a Facebook page – Conanvet or Conanvet Farm & Equine

SURGERY OPENING TIMES

Conon Bridge Branch: Monday-Friday 8-7pm, Saturday 8-1pm
(By appointment only)

Dingwall Branch: Monday, Tuesday, Thursday & Friday 8-5pm
Wednesday 8-7pm (By appointment only)

Fortrose Branch: Thursday 10-7pm (By appointment only)

Ullapool Branch: Tuesday & Friday – Contact our reception team for opening times (By appointment only)

Gairloch Branch: Monday & Thursday – Contact our reception team for opening times (By appointment only)

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 our 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 Conanvet. 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 horse. Plan members also receive a 10% discount on all products and procedures, along with two standard consultations per year. Please see our Pet Healthcare Plan leaflet for more information. You can join the plan by visiting one of our practices or contacting our friendly reception team on 01349 861203/863117.

PET HEALTH INSURANCE

Conanvet Ltd strongly supports the principle of insuring your pet against unexpected illness and injury. We advise that clients familiarise themselves with their policy, particularly with regard to excess fees and possible exclusions. Please note that it is the client responsibility to settle their accounts and then reclaim the fees from their insurance company. Completion of the claim form by 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 to the duty vet. To ensure best service, please be prepared to provide the information requested. For pets,

the vet will 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 owner's responsibility to provide transport to the practice. Out of hours consultation fees are charged.

Out of hours charges -

Consultation 7pm-11pm and Weekends £119.28 (inc VAT)

Consultation 11pm-8am £241.72 (inc VAT)

Procedures and medications charged as applicable

The duty vet can provide estimates of cost

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 Conanvet 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 9am 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, usually 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.

REFERRALS

Occasionally, we may wish to refer your pet for specialist care (e.g. orthopaedics). This involves contacting the specialist by phone or in writing with your pet's clinical history and relevant information, where consent to do so has been given by the owner. For non-emergency cases, this is normally done at the next given opportunity.

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 upon completion of consultation, collection of your pet post-surgery, and at the time of collection of medication and other products.

We take payment via:

Cash

Cheque

Credit or debit card

BACS transfer online (Sort Code: 83-18-01 Account: 00256240)

PetsApp

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

We request that farm accounts be settled with 30 days and equine accounts within 24 hours.

For account queries, please email: 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 texted, 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 our 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 the 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, please talk to our reception team for booking options. Due to the nature of our out of hours on call rota, it is not possible to request a specific vet out of hours.

COMPLAINTS

We hope you will have a long and happy association with Conanvet Ltd throughout the course of your pet's life, however should you feel you 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

Address your letter to: The Practice Manager, Ardlair, High Street, Conon Bridge, Ross-shire, IV7 8AZ

Please refer to our complaints policy for more information.