

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to [Riverside Vet Care](#). This document details our Terms and Conditions.

FEES

All fee, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and the drugs, materials, consumables and diets used. You will receive a detailed fee note for every consultation, surgical procedure, or transaction with us.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate of the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often an animal's illness will not follow a conventional course.

EMERGENCY TREATMENT OUTSIDE NORMAL OPENING HOURS

We undertake to ensure that emergency treatment, when considered necessary, is available at all times. This treatment may be provided by other veterinary practices in other premises by prior arrangement. All fees for such treatment will be payable to the attending practice. We are unable to provide continuous attendance at the clinic throughout nights or weekends and any animals hospitalized outside normal opening hours will be attended by a member of staff at intervals considered necessary for the patients' welfare.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD - MasterCard, Visa, Delta, Maestro

SETTLEMENT TERMS

Should an invoice not be settled within 14 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. After due notice to you, overdue accounts will be referred to a Debt Collector for recovery of the debt and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence and telephone calls. 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 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

Financial regulations forbid us to give credit facilities. 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 installments or part-payments of any account may only be sanctioned with the express, signed permission of the practice in exceptional circumstances and authorized by a member of the management team. The full debt and any additional costs incurred will become due immediately on failure to adhere to any such agreement.

PET HEALTH INSURANCE

[Riverside Vet Care](#) strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company. Any request to leave a balance outstanding whilst a claim is submitted directly to the insurance company must be authorized by a member of the management team.

COMPLAINTS AND STANDARDS

We hope that you never have reason to complain about the standards of service received at [Riverside Vet Care](#). However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the veterinary surgeon dealing with your case. If we are unable to resolve the issue within the practice you can contact the professional conduct department of Royal College of Veterinary Surgeons, 3 Waterhouse Square, 138-142 Holborn, London EC1N 2SW

OWNERSHIP OF RECORDS

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Although 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. Copies, with a summary of the history, will be passed on request to another veterinary surgeon taking over the case.

PRACTICE REGISTRATION

[Riverside Vet Care](#) is a membership only practice and to maintain registration with us any client joining the practice after March 1st 2024 must maintain at least one pet on one of our Membership Clubs.

Clients registered before March 1st 2024 are designated as Legacy Clients and are not required to join a plan as long as they remain active clients by having at least one pet seen every 18 months. If a Legacy Client fails to remain active for more than 18 months the status will be revoked and they will no longer be considered registered with the practice. Any client who only has species other than cats or dogs will automatically be classed as Legacy Clients due to the irregular care requirements of these pets.

Any client wishing to bring an animal for treatment that is not registered with the practice in either of the two categories above will be considered unregistered and liable for additional fees.

MEMBERSHIP CLUBS

Membership of one of the [Riverside Vet Care](#) Membership Clubs is a requirement for all clients registered after March 1st 2024 and optional for all clients registered before March 1st 2024. All Memberships carry a 12 month contract renewed annually. Mid-term cancellation for any reason other than the death of the pet will result in the remaining outstanding payments being due immediately.

Upon death of a pet the contract may be terminated without further payment required, however in order to remain registered with other pets at least one of them must hold a Club membership. The client may transfer membership of the deceased pet to another animal if the wish.

With the exception of Legacy Clients, cancellation of a membership will result in the client being designated as permanently unregistered and they will not be permitted to rejoin any plan at a later date except in exceptional circumstances and authorized by a director. Unregistered clients presenting animals for treatment will be liable for additional fees.

PRIVACY NOTICE
General Data Protection Regulations (2018)

By registering as a client, you enter into a contract with Riverside Veterinary Care to provide healthcare to your pets. Under this contract, we may use your personal data in the following ways:

- To send you reminders when preventative healthcare is due (vaccinations, flea and worm treatments)
- For re-unification of lost pets by means of microchip registration details.
- To manage Membership Club payments and administration (if applicable).
- To assist insurance companies in processing of claims (if applicable).
- To maintain clinical records of your pet for at least 7 years as required by law.
- To alert you to products or services that would be of benefit to your pet.
- To pursue debts in the event of non-payment after reasonable requests for outstanding balances.

These uses are lawful under EU law as they represent legitimate business interests by being beneficial to your pet's overall health and welfare, or are required by law.

Data may be shared with other veterinary practices if you seek a second opinion, or if you request referral, or if you attend the clinic out-of-hours and use a different primary practice.

You may withdraw your permission for the use of your personal data in reminder and marketing services at any time, by phoning the office on 01873 857544, or emailing admin@riversidevetcare.co.uk.

Hard copies such as consent forms are kept securely for 7 years then destroyed by shredding, or by an authorised Data Destruction company.

Please ensure that you notify us of any changes to your personal data.