

GENERAL 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 will result in the remaining outstanding payments being due immediately.

Upon death of a pet, 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.

MEMBERSHIP CLUB TERMS AND CONDITIONS

1. All Membership Clubs carry a rolling 12 month contract with automatic renewal unless the Client notifies Riverside Vet Care of termination.
2. The agreement constitutes an agreement between you and Riverside Veterinary Care Ltd. (trading as Riverside Vet Care); Membership and benefits are not transferable to any other practice.
3. You will receive discounted products and services during the course of your membership as detailed on the specific Club Benefits document.
4. The monthly fee for your Membership Club will be fixed for a period of 12 months from the date of activation. Any changes to the fee will take place at renewal of contract and you will be informed of any changes at least 30 days prior.
5. Any treatment outside the benefits of your Membership Club will be charged in accordance with the practice's normal fees, terms and conditions.
6. These terms and conditions should be read in conjunction with any additional information including, but not limited to, the Club Benefits Document, and Riverside Vet Care terms and conditions. That literature forms part of these terms and conditions.
7. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance, and for ensuring your pet attends the practice regularly. If we are unable to maintain your pet's health because you haven't followed guidance or attended the practice we may need to terminate your membership. Termination would be in writing as outlined below, and with immediate effect.
8. Your membership fees will be collected by Direct Debit on a monthly or annual basis as specified by you.
9. We use VetSuccess Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to VetSuccess on behalf of Riverside Veterinary Care Ltd. For the avoidance of doubt, your agreement is with Riverside Veterinary Care Ltd. VetSuccess Limited merely provide support to the practice, which includes transferring your payments.
10. Membership for each pet will renew automatically on the anniversary of the date that your pet joined the Membership Club.
11. We will tell you in advance, in writing, if there is to be a change in membership fees on your renewal date. We will always give you at least 30 days' notice of any change in fees as a result of our annual review.
12. Failed Direct Debit payments, eg because of a lack of available funds, cause a significant increase in administration costs for the practice. **We reserve the right to charge an administration fee of £2.50 for each failed payment.** This administration charge will be added to your account.
13. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
14. If the second payment request also fails, a second administration charge may be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful your Pet Club membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts.
15. If your Pet Club membership is cancelled automatically because of failed direct debits, your account will be reviewed and you will be liable for any remaining payments due until the renewal date and the total will become due immediately. In addition, this may result in permanent termination of your registration with Riverside Vet Care.
16. **Ending our agreement / cancelling your membership:**

- You may cancel your membership on your anniversary date (which is the anniversary of the date you joined) by giving us not less than two weeks notice.
 - If you cancel your membership before your anniversary date, all remaining payments up until the anniversary date will become due immediately.
 - We may end our agreement by giving you written notice as outlined below.
17. Unpaid bills relating to your membership fees, treatment received or medicines dispensed will be handled in accordance with our standard terms and conditions (available on request) and may be referred to a third party debt collection agency.
- 18. Notice:**
- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
 - 'In writing' includes emails, letters sent by post, or delivered by hand.
 - When we write to you by post, we will use the address most recently provided.
 - If you wish to write to us, please use the email address admin@riversidevetcare.co.uk or send letters to Riverside Membership Club Administration, Riverside Veterinary Care, 60 Brecon Road, Abergavenny NP7 7RB.
19. Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

How we use your information

20. VetSuccess Limited and Riverside Veterinary Care will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
21. Both Riverside Veterinary Care Ltd and VetSuccess Limited may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.
22. We will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.
23. You have the right to see your personal data. If you have any queries about the data we hold, or how we use it, please write to either Riverside Veterinary Care Ltd, 60 Brecon Road, Abergavenny, NP7 7RB or VetSuccess Limited, The Chocolate Factory, Keynsham, Bristol. BS31 2AU.

VetSuccess Limited is a company registered in England and Wales with company number 09633942 whose registered office is at The Chocolate Factory, Keynsham, Bristol. BS31 2AU

Riverside Veterinary Care Ltd is a limited company registered in England and Wales with company number 5988187 whose registered office is at 60 Brecon Road, Abergavenny, Monmouthshire NP7 7RB.

MEMBERSHIP CLUB BENEFITS

The following section details membership benefits for each of the Riverside Vet Care Membership Clubs. Please note that only the benefits related to the particular club your pet is registered on will be applicable to that pet, and only to that pet.



WAG Club Benefits Document

Welcome to the Riverside Vet Care WAG Club. This document outlines the benefits eligible to you as a member of the WAG Club and should be read in conjunction with the Riverside Vet Care terms and conditions and the Membership Clubs terms and conditions documents.

Important points for you to know:

1. WAG Club is NOT an insurance policy

There are many benefits included in WAG Club but it does not cover all the treatment your pet will need. We still recommend pet insurance to cover treatment outside of your WAG Club benefits.

Insurance companies will NOT pay for the cost of your WAG Club membership but due to the membership benefits your insurance money will go much further in providing cover for any treatment your pet needs.

2. WAG Club membership carries a 12 months contract and automatic renewal

If you cancel at any time other than your renewal date the remaining payments will be due immediately.

If you wish to cancel you must give us notice before your renewal date as set out in the Membership Clubs terms and conditions document.

3. WAG Club Benefits

As a member of the WAG Club you will be entitled to receive the following benefits in regard to the services provided by Riverside Vet Care for the health care of your pet.

- Unlimited free consultations with a veterinary professional:
 - This included consultations with a Veterinary Surgeon or Veterinary Nurse, both face to face or by telephone or video.
 - In most cases you will be directed to a Veterinary Nurse for initial examination, history taking and triage.
 - The Veterinary Nurse will take all relevant information to the Veterinary Surgeon and discuss how best to proceed with the case.
 - Special consultations such as behaviour and acupuncture are not included
- Unlimited free Veterinary Nurse consultations
 - This applies to consultations routinely performed by a Veterinary Nurse including but not limited to nail clipping, anal sac emptying, advice clinics.
- 50% discount on routine vaccinations
 - This includes: Primary vaccination courses for puppies and kittens, yearly boosters appropriate to the species, Kennel Cough vaccination if appropriate for dogs.

- Any other vaccinations such as rabies are not included in this benefit.
- 50% off evening out of hours consultations
 - This applies to emergency evening appointments at Riverside Vet Care only, and does NOT apply to our external out of hours provision at VetsNow
 - Emergency evening appointments are those coming through our emergency system between 6.30pm and 10.30pm and requiring or requesting to be seen the same evening.
- 15% off home visits
 - This applies to Veterinary Surgeon or Nurse home visits for treatment, or euthanasia.
- 15% off behaviour consultations
 - This applies only to full behaviour consultations booked with our specific behaviour vet.



PAW Club Benefits Document

Welcome to the Riverside Vet Care PAW Club. This document outlines the benefits eligible to you as a member of the PAW Club and should be read in conjunction with the Riverside Vet Care terms and conditions and the Membership Clubs terms and conditions documents.

Important points for you to know:

1. PAW Club is NOT an insurance policy

There are many benefits included in PAW Club but it does not cover all the treatment your pet will need. We still recommend pet insurance to cover treatment outside of your PAW Club benefits.

Insurance companies will NOT pay for the cost of your PAW Club membership but due to the membership benefits your insurance money will go much further in providing cover for any treatment your pet needs.

2. PAW Club membership carries a 12 months contract and automatic renewal

If you cancel at any time other than your renewal date the remaining payments will be due immediately.

If you wish to cancel you must give us notice before your renewal date as set out in the Membership Clubs terms and conditions document.

3. PAW Club Benefits

As a member of the PAW Club you will be entitled to receive the following benefits in regard to the services provided by Riverside Vet Care for the health care of your pet.

- 15% off veterinary consultations
 - This includes initial and follow-up consultations with a Veterinary Surgeon face to face, by phone or by video
 - Special consultations such as behaviour and acupuncture are not included
- Unlimited free Veterinary Nurse consultations
 - This applies to consultations routinely performed by a Veterinary Nurse including but not limited to nail clipping, anal sac emptying, advice clinics.
- Free routine vaccinations
 - This includes: Primary vaccination courses for puppies and kittens, yearly boosters appropriate to the species, Kennel Cough vaccination if appropriate for dogs.
 - Any other vaccinations such as rabies are not included in this benefit.

- 15% off evening out of hours consultations
 - This applies to emergency evening appointments at Riverside Vet Care only, and does NOT apply to our external out of hours provision at VetsNow
 - Emergency evening appointments are those coming through our emergency system between 6.30pm and 10.30pm and requiring or requesting to be seen the same evening.

- Parasite Control
 - Flea and worm control as authorised by our Veterinary Surgeons from our standard product range at intervals appropriate to your pets risk assessment.
 - Not all pets need the same level of parasite protection and we will also consider other factors such as environmental health when recommending parasite control.

- Free post-op laser therapy
 - One dose of post-operative laser therapy to be given at the time of the procedure
 - Where an ongoing course of laser therapy is recommended this is not included

- 15% off a range of products and services:
 - In-house blood tests (not any tests send to external laboratories for analysis)
 - In-house urinalysis (not any tests send to external laboratories for analysis)
 - In-house Skin Scrape tests
 - Dental treatment
 - Neutering (excluding where any other offer or voucher is used)
 - In-house Ultrasound examination (not including visiting specialists)
 - In-house X-rays
 - Selected long-term medications (list available on request)

- 35% off microchipping
 - Full cost microchips only, not in conjunction with any other offer or voucher

- 10% off services and fees
 - Laser therapy
 - Dispensing fees
 - Prescription fees
 - Injection fees
 - Hospitalisation fees



PAT Club Benefits Document

Welcome to the Riverside Vet Care PAT Club. This document outlines the benefits eligible to you as a member of the PAT Club and should be read in conjunction with the Riverside Vet Care terms and conditions and the Membership Clubs terms and conditions documents.

Important points for you to know:

1. PAT Club is NOT an insurance policy

There are many benefits included in PAT Club but it does not cover all the treatment your pet will need. We strongly recommend pet insurance to cover treatment outside of your PAT Club benefits.

Insurance companies will NOT pay for the cost of your PAT Club membership but due to the membership benefits your insurance money will go much further in providing cover for any treatment your pet needs.

2. PAT Club membership carries a 12 months contract and automatic renewal

If you cancel at any time other than your renewal date the remaining payments will be due immediately.

If you wish to cancel you must give us notice before your renewal date as set out in the Membership Clubs terms and conditions document.

3. PAT Club Benefits

As a member of the PAT Club you will be entitled to receive the following benefits in regard to the services provided by Riverside Vet Care for the health care of your pet.

- Unlimited free consultations with a veterinary professional:
 - This includes consultations with a Veterinary Surgeon or Veterinary Nurse, both face to face or by telephone or video.
 - In most cases you will be directed to a Veterinary Nurse for initial examination, history taking and triage.
 - The Veterinary Nurse will take all relevant information to the Veterinary Surgeon and discuss how best to proceed with the case.
 - Special consultations such as behaviour and acupuncture are not included
- Unlimited free Veterinary Nurse consultations
 - This applies to consultations routinely performed by a Veterinary Nurse including but not limited to nail clipping, anal sac emptying, advice clinics.

- Free routine vaccinations
 - This includes: Primary vaccination courses for puppies and kittens, yearly boosters appropriate to the species, Kennel Cough vaccination if appropriate for dogs.
 - Any other vaccinations such as rabies are not included in this benefit.

- 50% off evening out of hours consultations
 - This applies to emergency evening appointments at Riverside Vet Care only, and does NOT apply to our external out of hours provision at VetsNow
 - Emergency evening appointments are those coming through our emergency system between 6.30pm and 10.30pm and requiring or requesting to be seen the same evening.

- 15% off home visits
 - This applies to Veterinary Surgeon or Nurse home visits for treatment, or euthanasia.

- 15% off behaviour consultations
 - This applies only to full behaviour consultations booked with our specific behaviour vet.

- Parasite Control
 - Flea and worm control as authorised by our Veterinary Surgeons from our standard product range at intervals appropriate to your pets risk assessment.
 - Not all pets need the same level of parasite protection and we will also consider other factors such as environmental health when recommending parasite control.
 - Reasonable usage policy applies

- Free post-op laser therapy
 - One dose of post-operative laser therapy to be given at the time of the procedure
 - Where an ongoing course of laser therapy is recommended this is not included

- 15% off a range of products and services:
 - In-house blood tests (not any tests send to external laboratories for analysis)
 - In-house urinalysis (not any tests send to external laboratories for analysis)
 - In-house Skin Scrape tests
 - Dental treatment
 - Neutering (excluding where any other offer or voucher is used)
 - In-house Ultrasound examination (not including visiting specialists)
 - In-house X-rays
 - Selected long-term medications (list available on request)

- 35% off microchipping
 - Full cost microchips only, not in conjunction with any other offer or voucher

- 10% off services and fees
 - Laser therapy
 - Dispensing fees
 - Prescription fees
 - Injection fees
 - Hospitalisation fees