

Terms & Conditions

Thank you for entrusting the care of your animal(s) to Lakeview Veterinary Centre (SE) Ltd. Some of the terms detailed here may not be relevant to you and we request that you ask for further explanation or clarification if required.

Terms & Conditions

Fees. All professional fees, medications and reception sales are subject to VAT. Fee levels are determined by the time spent on a case, and in the case of surgical cases, by the complexity of the surgery. Fees will also be applied in respect of drugs, materials, consumables and diets used. We reserve the right to charge for verbal advice, including by telephone. You are entitled to a detailed fee note for every consultation, surgical procedure or transaction with us.

Please note we are private surgery and we practice private medicine.

Methods of payment. Accounts are due for settlement at the end of the consultation, the discharge of your pet from the surgery, or upon supply of any goods. You may settle the account with cash, credit/debit cards (Mastercard, Visa, Delta, Maestro, Solo, Electron) or cheque with current bankers card up to the guarantee limit. All products supplied remain the property of Lakeview Veterinary Centre (SE) Ltd until paid for in full.

New clients. All new clients are required to bring proof of address at the time of registration and fill in the registration form. You will also need to provide us with details of previous veterinary practice. We will, as a matter of professional courtesy, contact any previous vets who have treated your pet and will need to obtain a copy of your pet's clinical records.

Estimates of Costs. A written estimate as to the probable costs of treatment is available on request. Please remember that any estimate is approximate, for guidance, and that additional costs may be incurred after treatment or investigations reveal additional issues. We will make every effort to contact you on the telephone details that you have provided, and notify you of any increases to the original estimated cost, should this arise, but if we are unable to contact you we will treat your pet as is necessary to prevent pain and suffering.

Equine Pre-purchase Examinations. Pre-purchase examinations must be paid for in full at the time of booking. In circumstances where a 5 stage vetting is paid for but the horse fails during the first two stages, a refund will be given on to the paying credit card.

External Laboratory Fees. Please be aware that there will be further charges for laboratory work if the samples were sent away. These will be charged to the account at the time of receiving the results.

Treatment requiring Special Licence. There are some treatments which require authorisation by Veterinary Medicine Directory to comply with the Veterinary Medicines Regulations 2009. These include, for example, immunotherapy or any medicine which needs to be imported to the United Kingdom. Please be aware that there will be an additional charge passed onto the client for the Special Licence issued by VMD (currently stands at approximately £30).

Settlement Terms. Any accounts agreed, must be paid within 14 days of the original invoice. Unpaid accounts will incur an additional charge (£25) administration fee, which will be removed if the account is paid within 14 days. If that is not the case, the account will be referred to a debt collection agency, and further charges will be applied in respect of the costs associated with collecting the debt and associated court expenses etc. Any cheque returned by our bank as unpaid, Credit Card not honoured, or cash tendered and found counterfeit, will result in restoration of the original invoice along with further charges to cover the associated administrative costs.

Inability to pay. If for any reason, you are unable to settle your account as specified, please discuss the matter as soon as possible with a member of staff in

order to minimise further administrative costs being incurred. Please note that part payments, or payments by instalment can only be sanctioned by express permission of the partners.

Pet Health Insurance. Please inform our staff if you intend to claim on an insurance policy, and our staff will explain the claims process and our involvement therein. The account should be paid for in full by the client, who will then receive reimbursement from the insurance company. In certain circumstances, where full payment is not possible, we may be able to claim direct from the insurance company. In this instance, the insurance excess must be paid direct to the practice at the time these fees are incurred.

Ownership of Records, Radiographs and similar records. Case records and similar documents are the property of Lakeview Veterinary Centre (SE) Ltd, and will be retained by us. On request, copies, with a summary of the history, will be passed directly to another veterinary surgeon giving a second opinion. Radiographs and results of all other tests we have performed remain the property of Lakeview Veterinary Centre (SE) Ltd, even though we have raised an invoice for undertaking and interpreting these procedures. The results will be passed direct to another veterinary surgeon if a second opinion is sought.

Prescriptions. Prescriptions are available for any Prescription Only Medicine (POM-V, POM-VPS or NFA-VPS) required to treat any animal under our care (POM-V only). These medicines may be obtained from us or you may ask for a written prescription to obtain these medicines from another veterinary surgeon or pharmacist (or merchant (POM-VPS, NFA-VPS)). A fee is chargeable for the prescription itself. Consultation fees will apply in either case.

Repeat Prescriptions. Prescriptions for POM-V medicines may be repeated at our discretion, to animals under our care, after a clinical assessment of the case. Regular chargeable check ups are required, at intervals no more than every 3 months. The cost of this assessment will be that of the current consultation fee, in addition to any medicine prescribed after examination. POM-V medicines may be dispensed in amounts sufficient for up to 3 months treatment, at our discretion. Variations may apply according to our clinical assessment of the case.

Out of Hours service. Lakeview Veterinary Centre (SE) Ltd undertakes its own out of hours service. The duty vet's number is given on our answer machine after hours. The vet will decide whether the animal is best seen at our surgery or at home. In most situations, pets are more effectively assessed and treated at our main surgery, where nursing assistance and in patient facilities are available. Please note that any treatment given to your pet outside of our normal surgery hours will incur an increased fee. For patients hospitalised, the vet will decide what re-examination intervals are appropriate, following a full clinical assessment of the case. There is not usually any staff on permanent vigil throughout the night, but care and assessments are given according to clinical needs.

Complaints and Standards. Lakeview Veterinary Centre (SE) Ltd aim to provide the highest standard of care for you and your animals, and we hope that you never have cause to complain. However, we appreciate that things can go wrong and there may be times when you feel that your expectations have not been met. We hope that you give us the chance to put things right and that any problems can be promptly rectified to your satisfaction at the time they arise. If you feel the problem cannot be resolved and you would like to make a formal complaint, we ask you to let us know in writing within six months. Please address it to our practice manager who will send you an acknowledgement letter and an estimation of investigation and response time.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the practice director. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in anyway.