



Rase VS Ltd. Company No: 09515280

Unit 1b Gallamore Lane Industrial Estate, Market Rasen, Lincolnshire, LN8 3RX, England

Terms of Business

The Provider: Rase Veterinary Centre, a limited company incorporated in England and Wales.

Company number: 09515280

Trading Address: Unit 1b Gallamore Lane Industrial Estate Market Rasen Lincolnshire LN8 3HA

Email: info@rasevets.com

Phone Number: 01673 842448

Website: raseveterinarycentre.co.uk

Director: Norrie Graham BVSC MRCVS

The Client(s): Must be over 18 years of age, and the owner(s) or keeper(s) of 'the patient(s)' for which they are able to consent to the provision of veterinary services and/or treatment provided by 'the provider'.

The patient(s): Small Animals

Services

1. The Provider agrees to offer veterinary services for The Patient at its clinic facility and/or through ambulatory services.
2. The Client agrees to provide accurate and complete information about the patient's medical history and to notify the Provider promptly of any small animal health related issues.
3. The Client agrees to be responsible for all charges associated with the services provided, including but not limited to examinations, treatments, medications, and procedures.
4. These terms of business do not affect your statutory rights.

Fee Estimates

5. The Provider will provide a written estimate of predicted costs upon request. Whilst the Provider will endeavour to ensure that all estimates are representative, medical estimates are subject to variation due to the nature of the work. However, the Provider will endeavour to update the Client of any significant deviation from the original estimate.
6. The Client understands that should an unexpected problem or complication arise, and the Client is not contactable, the final costs may reflect additional costs incurred or additional services provided which were not originally reflected in the estimate.

Payment terms

7. For pre-arranged external visits or hospital admittance, we require payment upfront. For emergency cases we require a payment upfront. If any extra cost is accrued within the external visit or hospital admittance The Provider will issue the Client with an itemised invoice for the services provided to each patient which needs to be paid in full upon receipt of the invoice.
8. Payment methods include cash, cheque, all major credit and debit cards and online banking.
9. Invoice disputes should be raised by the Client within 14 days of the invoice date. Where any dispute is not proven and payment is late, then the Provider's overdue accounts procedure will become activated.



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Inability to Pay or Non-payment

10. The Provider reserves the right to charge interest (8% above the prevailing Bank of England base rate) on all overdue accounts.

11. If for any reason the Client is unable to settle their account, the Provider urges prompt notification and discussion with the company. Instalments or part payments may only be sanctioned with the express permission of the company management.

12. In the event of non-payment, the Provider may refer the Client to a debt recovery agency and any incurred fees will be added to the Client's account and will be paid by the Client. Legal proceedings will be made by the Provider if it becomes necessary to obtain payment and any associated costs will be added to the Client's account and become the financial responsibility of the Client. Upon referral to a debt recovery agency the Provider will issue the Client with a written notice to advise withdrawal of veterinary services.

13. Any services provided by the Provider, whilst an account has an overdue balance, will require upfront payment.

Appointments and Cancellation

14. Appointments should be arranged in advance. Due to the nature of the work, the Provider will aim to notify the Client at the earliest convenience should it become necessary to cancel or reschedule an appointment.

15. The Client should notify the Provider if they wish to cancel an appointment.

16. The normal office hours are 0900hrs to 1900hrs, 7 days a week. Provision of services beyond normal office times is out of hours. In the event of assistance out of hours, please call the normal office number and your call will be answered by our out of hours team.

17. The Client agrees to pay additional fees for out of hours services, which will include an out of hours attendance fee, in addition to the normal hours (0900hrs - 1900hrs) visit and services costs. The out of hours costs are available on request.

Insurance Cover

18. The Provider strongly encourages the Client to insure their animals against unexpected accidents, illnesses, or injuries.

19. Generally, The Provider will submit claims to the insurer and the form must be completed and signed to direct payment to The Provider. To defer this requirement, The Client must pay for treatment up front.

20. The Client is required to pay the excess in full up front, and any costs not covered by the insurance company (eg. cremation costs).

21. The Provider accepts no liability if the claim is rejected, in either part or full, and will request that any outstanding invoices are settled within 28 days of notification of rejection from the insurance company. The Provider's overdue accounts procedure will become activated after this period.

Referrals

22. The Provider may advise that a patient requires referral to a specialist veterinary surgeon, clinic, or hospital. As an independent veterinary practice, our veterinary surgeons will recommend a most appropriate veterinary surgeon, clinic, or hospital. However, it is ultimately the choice of the Client if/where the patient is referred.

23. The Provider will ensure prompt liaison with any referral, including the provision of all necessary clinical, diagnostic and treatment information.

24. The Provider will not hinder the Client if a second opinion is sought and will ensure efficient communication of all relevant clinical information concerning the case.



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Ownership of Records

25. All clinical records and diagnostic results generated during the provision of services is the property of the Provider. The Client consents to information being used for purposes such as education, research and professional or public presentations. Information being used for such purposes will be anonymised, with identifying data extracted.

Prescriptions

26. Repeat prescriptions will be provided if the patient has been examined by the Provider within 6 months of the request and the medication has been prescribed by a veterinary surgeon.

27. The Provider charges a prescription fee, and this cost is available on request.

28. Prescriptions are authorised within 5 working days and sent directly to the Client's chosen pharmacy.

Liability

29. The Provider shall not be held liable for any injury, loss, or damages to the Client (owner), animal, keeper, handler, or property, whilst the animal is under the care of the Provider's employees or contractors, except in cases of gross negligence or wilful misconduct.

Withdrawal of Veterinary Services

30. The Provider reserves the right to withdraw veterinary services where a fundamental professional relationship between a veterinary surgeon and client has fallen into disrepute.

31. The Provider will give written notice of 14 days should a notice to withdraw veterinary services be issued to a client.

32. The Client may request the transfer of veterinary services to a different veterinary practice of choice. The Provider will aim to transfer all relevant clinical history within 2 working days.

33. Data Protection

In this clause, the following definitions apply:

Data Protection Legislation: (i) to the extent the UK GDPR applies, the law of the United Kingdom or of a part of the United Kingdom which relates to the protection of personal data(ii)any successor legislation to the UK GDPR or the Data Protection Act 2018.

Data Subject: has the meaning given in the Data Protection Legislation.

UK GDPR: has the meaning given to it in section 3 (10) (as supplemented by section 205(4)) of the Data Protection Act 2018

Personal Data: has the meaning given in the Data Protection Legislation.

a) Rase Vets will comply with all applicable requirements of the Data Protection Legislation. This clause is in addition to and does not relieve, remove or replace, AT's obligations under the Data Protection Legislation.

b) You acknowledge that in carrying out its obligations under the Contract, and for the purposes of the Data Protection Legislation, Rase Vets may be the data processor and the data controller (where Data Processor and Data Controller have the meanings as defined in the Data Protection Legislation).

c) Rase Vets shall, in relation to any Personal Data controlled or processed in connection with the performance by Rase Vets of our obligations under these Terms:

i) only process any Personal Data that is necessary to carry out Rase Vet's obligations under the Terms or if otherwise only in accordance with your written instructions;

ii) ensure that Rase vets has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;

iii) Rase Vets ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential; and not transfer any Personal Data outside of the European Economic Area unless your prior written consent has been obtained and the following conditions are fulfilled:



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- A) Rase Vets has provided appropriate safeguards in relation to the transfer;
- B) the Data Subject has enforceable rights and legal remedies;
- C) Rase Vets comply with our obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and
- D) Rase Vets complies with reasonable instructions notified by you with respect to the processing of the Personal Data;
- v) notify you without undue delay on becoming aware of a Personal Data breach;
- vi) at your request, delete or return Personal Data and copies thereof unless required by applicable legislation to store the Personal Data;
- vii) maintain complete and accurate records and information to demonstrate our compliance with this clause and
- viii) comply at all times with Rase Vet's privacy policy.

Complaints

34. Complaints are taken seriously and in the first instance, should be raised by telephone, email, or letter. The Customer Support Team will discuss the complaint with the staff involved establishing the facts before deciding on what action should be taken. The Client will then receive a formal response within 21 days of the date of the complaint.

35. Should the Client not be satisfied with the outcome of the complaint, and it concerns professional standards, the issue may be referred by the Client to: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF.