

## Terms & Conditions of Business

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### General Terms:

By accepting our services or purchase of goods, you the clients, contractually agree to the Terms & Conditions of Business as laid out below. Some aspects of the terms may not be relevant to you and we recommend that you ask for further explanation or clarification from our accounts team if needed.

The accounts team can be contacted as below:

Accounts Department  
Larkmead Veterinary Group Ltd  
Ilges Lane  
Cholsey  
Oxon  
OX10 9PA

Tel: 01491 651479

Email: [accounts@larkmead.co.uk](mailto:accounts@larkmead.co.uk)

### Data Protection:

In line with our Data Protection Act 1998, we promise to only use your personal details for the purpose of our business. You have a right of access, under data protection legislation to the personal data that we hold about you. Clinical and account information is the property of the Practice and may be shared with appropriate 3<sup>rd</sup> parties in the normal course of business e.g. for credit control purposes.

You must provide us with correct and up to date personal information to include name, contact details, animal details, details of ownership and details of other vets whose care the animals have been under:

### Fees:

All fees and stock are subject to VAT at the current rate.

Fee levels are reviewed annually and are determined according to time spent on a case, resources, drugs, materials, consumables and diets used.

You will receive a detailed invoice for every transaction with us.

### Estimates of Treatment Costs:

Estimates of treatments costs can be given upon request. Please bear in mind that estimates will only be approximate as often an animal's condition may not progress as expected.

We will always try to keep you informed of additional treatment/costs as they arise and as such it is important that you provide us with an appropriate contact number(s).

### Payment Terms:

The payment terms are detailed separately below for Small Animal, Farm Animal and Equine Clients. Notwithstanding this, we reserve the right to ask clients for prepayment of services offered at any time.

### Financial Referencing & Guarantors:

We reserve the right to reference current or prospective client's worthiness including the use of credit referencing agencies, county court judgements and payment history with other veterinary practices.

New clients may be required to pay for services or goods in advance until an account has been set up and verified.

### Inability to pay:

If for any reason you are unable to settle your account as specified, we urge you to discuss this matter with a member of the accounts team as soon as possible.

Be aware that instalment or part payments may only be sanctioned with the written permission of the Partners of the Practice.

### Overdue accounts, returned cheques etc:

Should an account not be settled within our payment terms, a reminder will be sent and we will add a surcharge to your account at the rate of 3% of the outstanding balance per month to cover our administrative costs.

Any further reminders will also be invoiced as will any costs incurred whilst collecting the debt e.g. production of reports, calls, home visits, court and legal fees etc.

Bad debtors will be erased from our client list. Be aware that a payment history may be passed to other veterinary practices.

Where cheques are returned by our bank unpaid, credit card payment not honoured or cash tendered that is found to be counterfeit, the account balance will be returned to the original sum and further charges added in respect of bank charges and administrative costs.

### **Disputes and Complaints:**

We hope that you will never have cause for complaint regarding your account but where there is concern, please address your comments in the first instance to the Practice Manager.

Any dispute with the fees invoiced must be put in writing to the Practice within 7 days of receiving the invoice.

### **Animal Insurance:**

We encourage our clients to take out appropriate animal insurance but wish to clarify that any insurance policy held is an agreement between you and the insurance company – not with the Practice. We are not allowed to liaise/negotiate with the insurance company on your behalf.

It is your responsibility to settle our account within our payment terms and then reclaim the fees from your insurance company

Only where specific agreement has been sought might we defer this requirement on the basis that your insurance form is signed so that payment is made directly to us and that the insurance company have agreed to the claim in principle.

You will be responsible for any excess and costs not covered by your insurance policy and any costs later rejected by your insurance company.

### **Small Animal**

All invoices are due for immediate settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets.

In exceptional circumstance, alternative arrangements may be previously agreed with written permission of the Partners.

We accept switch, Visa or MasterCard credit/debit cards as methods of payment along with cash or cheque made payable to Larkmead Veterinary Group Ltd.

We also accept online banking as a method of payment.

Please see our details at the end of these Terms and Conditions of Business.

### **Farm Animal**

Invoices are to be settled within 30 days from the date of the invoice.

We understand that outside payments to farmers can be erratic and therefore if there comes a point where it is difficult to settle an account then please do contact us ASAP in order that we can organise a regular payment plan with you.

We accept Switch, Visa or MasterCard credit/debit cards as methods of payment along with cash or cheque made payable to Larkmead Veterinary Group Ltd.

We also accept online banking as a method of payment. Please see our details at the end of these Terms and Conditions of Business.

### **Equine**

Invoices are to be settled within 30 days from the date of the invoice.

Where treatment is on-going we request payment is made after each monthly invoice.

We accept Switch, Visa or MasterCard credit/debit cards as methods of payment along with cash or cheque made payable to Larkmead Veterinary Group Ltd.

We also accept online banking as a method of payment. Please see our details at the end of these Terms and Conditions of Business.

**New clients may be required to pay for services or goods in advance until an account has been set up and verified.**

### **Online Banking or Standing Order Details:**

Account name: Larkmead Veterinary Group Ltd

Address: Natwest  
Wallingford Branch  
82 High Sreet  
Wallingford  
Oxon  
OX10 0BT

Sort Code: 60-22-19

Account Number: 67375782

Payment Reference: Client name and Animal name e.g. Mr A Smith, Rover