

Terms of Business - Equine

Thank you for bringing your horse to the Scarsdale Veterinary Group for its veterinary care. The following notes explain our terms of business. Should you require further explanation please ask to speak to our Practice Manager or one of the Partners.

Fees

Payment is required in full at the time of each consultation / visit or on discharge of your horse from the hospital, unless PRIOR arrangements have been made with a Veterinary Surgeon or the Practice Manager. Payment can be made with cash, by debit card, or by most major credit cards.

Accounts are only sent in exceptional circumstances and interest will be added if payment has not been received within the time specified on the invoice. If accounts remain unpaid the outstanding monies will be pursued through the small claims court.

Estimates

We will always be happy to provide an approximate price for your horse's treatment. Please remember that we cannot always say in advance, exactly what costs may be incurred. We will always attempt to contact you to discuss additional costs should unforeseen complications arise. If we are unable to contact you, the attending veterinary surgeon will perform any additional procedures which, in his or her opinion, are necessary and desirable.

If you anticipate difficulties settling your account please discuss the matter with a veterinary surgeon or the Practice Manager BEFORE your horse is treated.

Insurance

Whilst procedures such as consultations, vaccinations and castrations have standard prices, the charges for most surgical operations are based on the time they take. The cost of blood tests, X-rays, dressings, drugs, hospitalisation and any special materials are always added to the surgical fee. With the cost of the extras mentioned above, the final charges could exceed £2000.00, especially if prolonged hospitalisation is needed. You may, therefore, like to consider the insurance policies that are available to cover veterinary fees.

Ownership of Records

Case records are the property of and will be retained by the Scarsdale Veterinary Group. We are always happy to discuss the records with you and will send copies of the records to another veterinary surgeon should you move away or if a second opinion is required.

It may be necessary to perform an X-ray or ultrasound scan on your horse. The charges made cover the cost of performing the procedures and the interpretation of the results. The X-ray or scan itself is the property of and will be retained by the Scarsdale Veterinary Group.

Complaints

We do try very hard to provide high standards of veterinary care and service to our clients. If however you feel that we have fallen below your expectations please contact or write to our Practice Manager who will be happy to discuss your concerns with you. If you fail to get a satisfactory conclusion to your complaint, please write to one of the Partners and if you still fail to have your complaint resolved and you feel it is of a professional nature then you may write to our professional body: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London SW1P 2AF

Please note that all our telephone calls are recorded for quality and training purposes.

