



Terms and Conditions

We, Lincoln Edge Vets Ltd, are a limited company, registration number 14186394. Our registered address and contact details are at the bottom of this page. Our regulatory body is the Royal College of Veterinary Surgeons (RCVS) and we have professional indemnity insurance provided by the Veterinary Defence Society (VDS). This document sets out the terms on which we provide veterinary services and related products to you.

If you have any queries relating to any aspect of these terms and conditions, then please do not hesitate to ask us for further clarification.

Supply of Veterinary Services

All veterinary services are supplied by suitably qualified members of staff.

We will discuss and agree an investigation/treatment plan with you following or during the initial consultation.

In an emergency we reserve the right to provide veterinary services that are reasonably necessary, in the professional judgement of the veterinary surgeon, without first agreeing a treatment plan.

We reserve the right to decline the supply of veterinary services at our discretion.

We will contact you (where agreed by you) via email, text, telephone or post with regards to reminders or offers from us but you are ultimately responsible for maintaining your pet's vaccinations and preventative care and ensuring that they do not go overdue.

Normal Hours of business and Out of Hours provision

Our practice opening times are 8.30am until 6.30pm Monday to Friday and 8.30am until 12pm on a Saturday. We are closed on Bank Holidays and Sundays. Our phone lines are open from 8am until 7pm Monday to Friday and 8am until 12pm on a Saturday. We partner with Vets Now, based in North Hykeham, to provide an out-of-hours emergency service for our clients when our phone lines are closed. Their address is Vets Now, Park View Veterinary Hospital, Hykeham Green, Lincoln Road, North Hykeham, LN6 8NH. Their telephone number is 01522 262582. Any fees incurred during out of hours with Vets Now are payable directly to them. A price list with their common charges including initial consultation fee is displayed in our waiting room.

In-patient care

During our opening times we will care for inpatients at our practice, if a patient needs overnight care they may be transferred to Vets Now in North Hykeham for ongoing care. If your pet needs to be transferred we will communicate this with you and would require for you to transport them there, you would also need to discuss permission for further care and costs with Vets Now upon arrival. We will usually contact them before transfer to get an estimate for overnight costs if your pet is being transferred. Occasionally we may keep an animal in overnight at our premises, we would decide this on a case-by-case basis, if a patient were to stay on our premises overnight then a member of staff would stay on the premises too.

Supply of Products

You agree to only use products supplied by us in accordance with the instructions supplied with them or given orally by the veterinary surgeon, veterinary nurse or other staff. If you have any questions or concerns about the use of any products please contact us to discuss with a member of staff.

For safety reasons medications should not be used for any other animal than the one for which they have been supplied.

In the event of any defect or failure of a product our liability to you shall be restricted to replacing the product or refunding the price paid to you for the product.

We are unable to refund medication once it has left the practice premises as such products cannot be offered for resale due to the fact we cannot guarantee that they have been kept in the correct storage conditions and that they have not been

tampered with. We are happy to dispose of unwanted/expired medication previously supplied by us for you free of charge.

We need 48 hours' notice for repeat prescription requests and we can only supply this if authorised by the veterinary surgeon who usually cares for your pet and if your pet has been seen by a veterinary surgeon within a specific time period. This time period depends on your pet's condition and the medication being supplied and will be communicated to you at each visit. A fee will be charged for prescription review consultations.

Written prescriptions are available on request and we are happy to provide these, we require 48 hours' notice for a repeat written prescription also. There will be a charge for each written prescription to cover the time, responsibility and professional costs involved.

Estimates

Following discussion with you about an investigation/treatment plan we will make an estimate for the likely costs that will be incurred with this. All estimates are only approximate and the final fee could be higher or lower than the estimate given due to complications or patient response to treatment. If the situation changes and we have reason to believe that the costs could be significantly higher we will endeavour to contact you as soon as possible to discuss this with you, the only exception to this would be in an emergency situation.

Fees

All services and products supplied by us are subject to VAT at the current applicable rate (currently 20% for standard rated items.)

A full fee breakdown will appear on your invoice.

Fees include our professional fees in respect of veterinary services provided and vary depending on the time, expertise required and level of complexity of the work involved.

Fees will sometimes include services from a third party such as an external laboratory.

Fees will also include the cost of drugs, materials and consumables.

All services and products will be charged to you in accordance with the current price list and is subject to change without notice. If you have any questions regarding the

level of charge that will be incurred you should consult the Veterinary Surgeon in charge of your pets' treatment.

Payment

You must pay for all goods (including drugs) at the time of purchase.

You must pay for all services as they are received, such as at the end of the consultation or on discharge of your pet from the practice. All invoices must be settled in full on receipt of the invoice.

If your pet requires hospitalisation then we may require part payment in advance of any period or hospitalisation and we may stage payments for longer periods of hospitalisation. If your pet is hospitalised we will discuss their clinical progress with you each day and update you on the costs being accrued.

For insured pets we will require you to pay us in full and then you will claim back the sum from the insurance company.

In exceptional circumstances we may process a direct insurance claim, this is where we would claim directly from the insurance company. This would need to be approved by us prior to any treatment. You would need to pay your excess to us and any other charges that would not be covered by your insurance policy. We may charge an administration fee for processing such claims. In the event that any part, or all, of the claim is not paid by your insurance company, for any reason, you are fully liable for the outstanding balance due to us.

Overdue accounts may be referred to a debt collection agency.

If any invoice or other sum owed by you is not paid when due, then we may:

1. Add additional charges to your outstanding account in order to recover fees and costs in connection with the collection of the sum owed – including but not limited to debt collection agency fees and administrative costs.
2. Issue notice to you that no further Veterinary services and /or products will be supplied to you.

If you are unable to pay for Veterinary Services we are only obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet.

Payment is accepted by cash, debit or credit card.

Lincoln Edge Vets Ltd | The Quarry | Grantham Road | Waddington | Lincs | LN5 9NT

www.lincolnedgevets.co.uk | 01522 716388 | info@lincolnedgevets.co.uk

Please note that if a pet is registered with the practice we assume that any person who brings the pet in for treatment, including persons other than the registered owner, is duly authorised by the registered pet owner to seek treatment for the pet and to incur costs for which the registered owner will be liable.

Where a pet is not registered with our practice then we will assume that the individual requesting treatment accepts liability for all costs incurred.

Insurance

We strongly recommend taking out pet insurance to help with unexpected medical costs for your pet in the event of an illness or injury. We do not sell/supply any pet insurance.

Any contract of insurance is between you and your insurer so please ensure you refer to terms and conditions of your insurance policy for any information relating to this as we cannot advise you on this.

Patient Records

Clinical records and other such documents, including but not limited to digital imaging results, are and shall remain the property of Lincoln Edge Vets Ltd. Copies of clinical records may be passed to another veterinary surgeon on request should you move practice.

We never sell confidential records to a third party.

We never discuss or pass on confidential records to a third party other than if you move practices or if you are referred to another veterinary surgeon.

Referrals

Sometimes your pet may need referral to another veterinary practice. There are numerous reasons why this may be required including: the need to see another vet with further qualifications; because they need an advanced procedure that requires further training that we are unable to perform ourselves; their case is particularly complicated and needs further investigation in a multi-disciplinary centre; or because the centre they are being referred to have facilities which are not available to us in first opinion practice.

We will discuss with you if we feel that referral would be in the best interest of your pet and give you options as to where you can be referred.

We will endeavour to get an estimate for the investigations and treatment at the referral centre.

We will communicate with the referral centre closely regarding your pet's ongoing care and they may ask us to carry out further tests on their behalf.

Any costs incurred at the referral centre are payable directly to them.

If the cost of referral is prohibitive, we will discuss other options that we can pursue but this may result in a less satisfactory outcome.

Second Opinions and moving practice

You are free to change to another veterinary practice if you so wish and we will pass on your pets' clinical records to them upon settlement of all sums due to us in respect of your pets' care. You will need to give us permission to pass on your pets' clinical records to them.

If you would like to gain a second opinion on your pet's condition then we will be happy to provide your pet's clinical record to the veterinary surgeon from whom you are seeking a second opinion, again with your permission. You will be responsible for any costs incurred in seeking a second opinion.

Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the good and/or services to which the claim, damages or loss relates.

Behaviour

We do not tolerate intimidating, threatening or aggressive behaviour directed towards any of our staff and/or other clients. If you display any of these behaviours you will be asked to leave and we reserve the right to withdraw our services to you. If we feel that there is any risk of violence from your behaviour, then we will involve the police.

Car Parking

Users of our car park and overflow car park do so at their own risk and we will not accept any responsibility for accidents, loss or damage to any vehicle or its contents.

Data Protection

We will use the personal information you provide us to provide veterinary services and products; process your payments for such services and products; and inform you about products and services that we provide.

Further information can be found in our privacy policy.

Complaints Policy

We are strongly committed to providing an excellent level of care to our patients and service to our clients. In the event that you are dissatisfied with any aspect of our services or products supplied by us or our staff then, in the first instance, please contact one of the directors (Sarah Bartlett and Alice Simpson-McDermott) via the practice contact details at the bottom of the page. We will endeavour to address your concerns and hope to resolve the issue promptly.

If you remain dissatisfied following this, or if you feel you wish to raise a formal complaint in the first instance, then please refer to our complaints policy which will be provided upon request. This will require a written complaint to be submitted as soon as possible after the event.