

The Pet Vet Standard Terms of Business

1. About these terms

These terms apply every time you use any The Pet Vet surgery, and by registering or bringing an animal to us you agree to them.

1.1 Who we are. Our surgeries are part of one of two companies, and in these terms the words “**we**”, “**us**”, “**our**”, “**TPV**” and “**the surgery**” mean whichever of these companies runs the surgery you use. Each of our surgeries is a trading entity of one of the following companies:

- **The Pet Vet (UK Veterinary Services) Ltd** (company number 11319585), trading as The Pet Vet in Barnsley, Doncaster, Feltham, Lincoln and Rotherham; and
- **Quality Pet Care Ltd** (company number 08249167), trading as The Pet Vet in Bristol, Nottingham, Liverpool, Morden, Portsmouth, Southampton, Waltham Forest and Warrington.

Both companies are registered in England and Wales, with their registered office at 158 Doncaster Road, Dalton, Rotherham, South Yorkshire, S65 3EW. Our surgeries and their contact details are listed at thepetvet.co.uk.

1.2 Who these terms apply to. These terms apply to every customer who registers an animal with us or asks us to provide veterinary services, including anyone bringing an animal on behalf of its owner.

1.3 Other terms. Some services have their own terms, which apply alongside these:

- Pet Health Plan terms and conditions;
- any finance agreement you take out with a third-party finance provider;
- the Charity Veterinary Services Agreement, for registered charities; and
- consent forms you sign for a particular procedure.

If those terms conflict with these, the more specific terms apply.

1.4 Your legal rights. Nothing in these terms affects your statutory rights as a consumer, including under the Consumer Rights Act 2015. Our services will be carried out with reasonable care and skill.

1.5 Changes. We may update these terms from time to time. The current version is always available at thepetvet.co.uk and at reception. Changes do not affect services already provided.

1.6 Words we use. In these terms:

- “**we**”, “**us**” and “**TPV**” mean the company that runs the surgery you use, as set out in section 1.1;
- “**you**” means the person who registers an animal with us, and anyone acting on their behalf;
- “**fees**” means the charges for our services, as shown on our price list;

- **“price list”** means our current published list of prices, available on our website and at reception;
- **“procedure”** means any surgery, anaesthetic or sedation, dental work, X-ray, scan or other diagnostic test, or hospital stay. It does not include routine consultations, vaccinations, nail clips, repeat medicines or parasite treatments; and
- **“emergency”** means a situation where a vet considers that your animal needs treatment straight away to save its life or to relieve serious pain or suffering.

2. Your responsibilities

The person who registers an animal is responsible for paying for its treatment, even if someone else brings it in.

2.1 Registering. You must be 18 or over to register an animal or agree to treatment. You must give us accurate contact details and tell us when they change.

2.2 Owner or agent. By registering, you confirm you are the owner of the animal or have the owner's authority to act for them. If you bring in an animal on someone else's behalf, you and the registered owner are both responsible for the fees, unless we have agreed otherwise in writing.

2.3 Information about your animal. Please tell us everything relevant about your animal, including its medical history, any medicines it takes, any insurance, and any history of aggression or biting. This helps us treat it safely and keep our team safe.

2.4 Behaviour. We will not tolerate abusive, threatening or violent behaviour towards our team or other customers, whether in person, by phone, by email or online. We may end our relationship with anyone who behaves in this way, after making sure any animal in our care receives the emergency care it needs.

2.5 Missed appointments. Please give us at least 24 hours' notice if you need to cancel. We may charge a missed appointment fee (shown on our price list) for appointments missed without notice, and may ask for a deposit to book future appointments.

2.6 Late appointments. Due to emergencies, there are occasions when our appointments can overrun. Where possible, we will notify you in advance of any delays, but this is not always possible, prior to your arrival. Where the delay will cause you inconvenience, we will give you the option to see an alternative Vet or Nurse, or rearrange your appointment. If you are late for your appointment, and if there is availability for the appointment to be moved to another Vet, this will be offered. However, if this isn't feasible or you do not want to change Vets:

- Vaccine appointment
 - < 5 minutes late you will be seen by your Vet; however the appointment will still end on time.
 - > 5 minutes late, the Vet will use their discretion if the appointment must be rearranged either on the same day (availability permitting) or rebooked for a different day.

- Vet or Nurse consultation
 < 7 minutes late, you will be seen; however the appointment will still end on time and hospitalization of your pet, or a further appointment may need to be booked if there is additional work-up required.
 > 7 minutes late, the Vet or Nurse will use their discretion if the appointment must be rearranged either on the same day (availability permitting) or rebooked for a different day.

3. Fees, price list and estimates

Our prices are published, you will get a written estimate before any procedure, and every bill is itemised.

3.1 Price list. Our current price list is on our website and available at reception. All prices include VAT. We review prices regularly. The price you pay is the one in force on the date of treatment.

3.2 Estimates. We will give you a written estimate before carrying out any procedure. This includes surgery, anaesthetics and sedation, dental work, X-rays, scans and other diagnostic tests, and any hospital stay. We will also give a written estimate for any other treatment. Routine consultations, vaccinations, nail clips, repeat medicines and parasite treatments are charged at the prices on our price list, so we do not give a separate estimate for these unless you ask for one. In an emergency, we will give you an estimate as soon as it is safe to do so.

3.3 Estimates can change. An estimate is our best assessment at the time. Your animal's condition may change or need further tests or treatment. If the cost is likely to go over the estimate by more than £100, we will contact you before going ahead. For example, on an estimate of £400 we would contact you if the cost was likely to go over £500. If we cannot reach you and waiting would harm your animal, we will carry on with the treatment the vet considers necessary and explain the extra costs to you as soon as we can.

3.4 Treatment options. Our vets will explain the options available, including less costly alternatives where they are clinically appropriate. You are free to choose, or to ask for a referral or a second opinion.

3.5 Itemised bills. Every bill will show each consultation, procedure, medicine and other item separately.

3.6 Third-party fees. Some services are provided by others, such as external laboratories, referral centres, out-of-hours providers and crematoria. We will tell you when this is the case. Their charges may be added to your bill or may be payable directly to them.

4. Consent, treatment and emergencies

We will only carry out procedures with your consent, except in an emergency where waiting would cause your animal to suffer.

4.1 Consent. Before any anaesthetic, surgery or other procedure needing consent, we will ask you to sign a consent form. The vet will explain what is involved, the main risks and the estimated cost.

4.2 Risks. All treatment, anaesthesia and surgery carry some risk, even when carried out with proper care and skill. A poor outcome does not on its own mean something was done wrong.

4.3 Clinical judgement. Our vets make clinical decisions in line with the RCVS Code of Professional Conduct. They may decline treatment they believe is not in your animal's interest, or is unsafe for our team.

4.4 Who treats your animal. Your animal may be seen by any of our vets or registered veterinary nurses. We will try to meet requests for a particular vet but cannot guarantee it.

4.5 Emergencies. If we cannot reach you in an emergency, we will provide the treatment the vet considers necessary to stabilise your animal or relieve pain and suffering. You will be responsible for the cost of this treatment.

4.6 Euthanasia. We will only put an animal to sleep with the owner's written consent. The only exception is where a vet decides it is needed to prevent severe suffering and the owner cannot be reached, as allowed by the RCVS Code.

4.7 Out of hours. Out-of-hours emergency care is provided by VETSNOW. Their fees and payment terms are on their website.

5. Payment, deposits and finance

Payment is due in full when treatment is provided, and we do not offer credit ourselves.

5.1 When to pay. Fees are due in full at the end of each consultation, or when your animal is discharged after a procedure or hospital stay. For longer stays, we may ask for payment of fees built up so far at regular intervals.

5.2 How to pay. We accept [debit and credit cards]. We do not accept cheques.

5.3 Deposits. For planned procedures and hospital stays, a deposit of [50] % of the estimate will be required before treatment starts. The deposit is taken off your final bill.

5.4 No credit from TPV. TPV does not provide credit or accounts to customers.

5.5 Finance through a third party. You may be able to spread the cost of treatment using finance from Carefree Credit, subject to status. The finance agreement is between you and the finance provider, not TPV, and is governed by its own terms. TPV is not a lender and works exclusively with Carefree Credit. TPV is an appointed representative of Carefree Credit, which is authorised and regulated by the Financial Conduct Authority (FRN 675295)

TPV may receive commission from Carefree Credit to introduce you. Finance is subject to status and is only available to UK residents aged 18 or over.

5.6 Paying in full. Your obligation to pay is not affected by any insurance claim, Pet Health Plan, charity support or other source of funding you are relying on.

6. Insurance claims and Pet Health Plans

Your insurance policy is a contract between you and your insurer, so you remain responsible for our fees whatever the insurer pays.

6.1 Paying and claiming. As standard, you pay our fees in full and claim back from your insurer. We will complete the vet's section of your claim form.

6.2 Direct claims. We may agree to claim directly from your insurer, so you only pay your excess and any items not covered. We will only do this if:

- your insurer has pre-authorised the treatment;
- you have signed our insurance claim authorisation form for that claim (a new form is needed for each claim, including continuation claims); and
- your insurer is on our list of insurers we can claim from directly.

6.3 If the insurer does not pay. If your insurer rejects the claim, pays less than claimed, or has not paid within [30] days, you must pay the outstanding amount within 14 days of us asking.

6.4 Claim handling fee. We do not charge a fee for completing insurance claims.

6.5 Information to your insurer. By making a claim, you allow us to share your animal's clinical history and invoices with your insurer.

6.6 Pet Health Plans. Our Pet Health Plan has its own terms and conditions, which you receive on joining. The Plan has a 12-month minimum term. We will show you the price of each item included in the Plan and how any saving has been worked out. Plan benefits are only available while your payments are up to date.

7. Medicines and prescriptions

You can always ask for a written prescription and buy medicines elsewhere, and our prescription fees are capped.

7.1 Your choice. You can buy your animal's medicines from us, or ask for a written prescription and buy them from another vet or a pharmacy, including online. Medicines are often cheaper online, and we will tell you this when prescribing.

7.2 Written prescriptions. We will give you a paper prescription before you leave, or email it within 48 hours. Our prescription fee is shown on our price list and will not be more than £21 for the first medicine and £12.50 for each extra medicine in the same consultation (or any updated cap that applies).

7.3 Alternatives. Where we prescribe an own-brand medicine, we will tell you if a clinically equivalent medicine is available elsewhere.

7.4 Checks. A vet must have examined your animal recently before prescribing, as required by law and the RCVS Code. For animals on repeat medicines, we will ask you to bring them in for a check at least every [6/12] months.

7.5 Returns. For safety reasons, we cannot accept medicines back once they have left the surgery, except where the law requires it.

8. Hospitalisation, collection and uncollected animals

Please collect your animal when we tell you it is ready, as daily charges continue until you do.

8.1 Collection. We will tell you when your animal is ready to go home. Please collect 30 minutes prior to the surgery closing. After that, we will charge our overnight hospitalisation fee.

8.2 Uncollected animals. If you do not collect your animal and do not reply to our attempts to contact you, we will write to your last known address and email. If the animal is still not collected within 3 days of that letter, we will treat it as abandoned, and we will follow our Stray Animals & Signed-over Pets standard operating procedure, which may result in rehoming, handed over to an animal welfare charity, or, if a Vet decides it is in the animal's welfare interest, put it to sleep. You will still owe all fees and costs up to that point.

8.3 Belongings. Please do not leave bedding, toys or other belongings with your animal unless we ask. We cannot accept responsibility for loss or damage to them.

8.4 End of life. If your animal passes away or is put to sleep with us, we will discuss the options with you, including communal and individual cremation and taking your pet home. Cremation prices will be discussed during the consultation. We have an advice leaflet (The loss of your pet) available in all of our surgeries and on our website.

9. Unpaid accounts

If a bill is not paid, we will remind you first, then may pass the debt to a collection agency and add the reasonable costs of recovering it.

9.1 Reminders. If a bill is not paid when due, we will send you a reminder. If it is still unpaid 7 days later, we will send a final reminder giving you a further 7 days to pay or to contact us.

9.2 If you are struggling. Please talk to us as soon as possible. We will treat you fairly and may be able to agree a way forward under section 5.4.

9.3 Debt recovery. If the bill is still unpaid after the final reminder, we may pass it to a debt collection agency or start court proceedings. You will be responsible for the reasonable costs we incur in recovering the debt, including agency and court fees. We will tell you about these costs in the final reminder.

9.4 Future treatment. While a bill is overdue, we may ask for payment in advance for any non-emergency treatment. We will always provide emergency first aid and pain relief for any animal.

10. Records, data, complaints, liability and general

10.1 Clinical records. We own the clinical records we create. If you move to another practice, we will send your animal's clinical history to them on request, free of charge.

10.2 Your personal data. We use your personal information to provide our services, manage your account, process insurance claims and Pet Health Plans, and send reminders about your animal's care. Our privacy notice at [\[LINK\]](#) explains how we use and protect your information and your rights. You can change your marketing preferences at any time.

10.3 CCTV and calls. Our surgeries may use CCTV, and calls may be recorded, for safety, training and quality.

10.4 Complaints. If you are unhappy with any part of our service, please tell the surgery team first. If that does not resolve it, you can make a complaint using our complaints process at [\[LINK\]](#). We will acknowledge your complaint within 2 working days and aim to respond in full within 10 working days. If we cannot resolve your complaint between us, we will offer mediation if you ask for it. You can also seek independent advice.

10.5 Our liability. We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care and skill. We are not responsible for loss that was not foreseeable, or for business losses. Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law.

10.6 Events outside our control. We are not responsible for delays or failures caused by events outside our reasonable control, such as severe weather, power failures or supplier problems. We will always try to make sure any animal in our care receives the care it needs.

10.7 Ending our relationship. You can move to another practice at any time. We may end our relationship with you on written notice, for example after a breakdown in trust, abusive behaviour or repeated non-payment. We will give you reasonable time to register elsewhere and will send your animal's clinical history to your new practice.

10.8 General. If any part of these terms is found to be unenforceable, the rest still applies. These terms are governed by the Law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring proceedings in your local courts.