



Tel: 07443 929 395

E-mail: [contact@skylarkvets.co.uk](mailto:contact@skylarkvets.co.uk)

VAT registration number: 277329471

### **Terms and Conditions**

This contract is between Skylark Vets Limited, registered company 10173601, of registered address The Bungalow, Skinners Lane, Edenbridge, Kent TN8 6LW, and you, the registered animal owner or individual requesting veterinary services. This contract is active from the time that you register with us or from when you request veterinary services from us.

#### **Terms of payment**

Skylark Vets Limited aims to provide a gold standard veterinary service, and our fees and conditions are set to facilitate this. We invest in high quality medical and surgical equipment for our patients, and modern facilities for our clients. We are always reviewing our service with a view to improving.

The following payment terms apply to all patients, regardless of insurance or credit arrangements (individual exceptions may be considered).

1. Invoices should be settled immediately after each product or service is received, or within 7 days if settled via BACS. We request payment in advance of posting products. All operation and hospitalisation fees must be paid in full at the time your pet is collected. Skylark Vets Limited reserves the right to request deposits and interim payments for services.
2. Invoices for ordered medications and products must be settled at the time of placing an order. These are non-refundable if you decide that you do not want or need the product once it has been delivered to us (we are unable to return items later because of changes in the supplier chain).
3. Prescription fees for written prescriptions are applied per occasion, per product. Additional fees will be incurred if you decide you wish the prescription to be amended to facilitate purchase of a different product or different quantity than those originally indicated. Prescriptions are sent directly to your nominated pharmacy in all cases.
4. Accounts outstanding over 30 days will have a credit administration fee of £34.50 or interest of 4% on the outstanding balance applied, whichever is greatest, up to a maximum of £50. This fee will be applied on a monthly basis until the balance is paid in full. In the event that the account remains unpaid, you will be informed by letter that you have 7 days to pay until the account is sent to the Debt Recovery Agency.
5. Skylark Vets Limited reserves the right to pass unpaid accounts to debt collectors / solicitors for recovery / legal action to whom we may assign the debt, and all rights, without restriction.
6. In the event of late payment, Skylark Vets will require you to pay our expenses and legal cost incurred on taking steps to obtain payment on an indemnity basis. This will include costs for returned cheques, correspondence and legal notices, finding you if you have changed your address without notice, as well as third party costs incurred in the collection of unpaid accounts.
7. If the account is not settled or if there have been multiple late payments, Skylark Vets reserves the right to decline treatment of your animals. You will be informed of this by letter.
8. By completing the registration form, you agree that we may collect information from the Electoral Roll and search the files of a Credit Reference Agency, which will keep a record of the search. In the event of the account being

unpaid as per Clause 1, relevant details may be recorded with any agency. Any information supplied may be used for debt tracing and fraud prevention.

**Conditions of practice**

1. Skylark Vets Limited takes the health of your pet very seriously and aims to provide a gold standard service. We understand that having a sick pet can be extremely stressful for you, your pet, and for your vet. We will endeavour to provide an empathetic and caring approach at all times and to treat you with courtesy and respect. We respectfully request that you extend the same courtesy to our staff members.
2. There may be some occasions where manual restraint of your pet is required either for patient, staff or bystanders' safety. We will use accepted handling techniques to ensure minimal stress to your pet. These techniques may appear distressing, but we will use minimal force wherever possible.
3. There may be occasions where staff members wish to use a muzzle or other type of protection: we ask you to respect the wishes of our staff members at these times and maintain the right to decline treatment or consultation if permission is denied for applying these safety measures.
4. Skylark Vets Limited actively supports a no harassment policy. We will not tolerate abusive or aggressive behaviour or language towards our staff members and maintain the right to remove persons displaying these behaviours from the practice. We also maintain the right to decline further consultations or treatments on future occasions in these cases.
5. Skylark Vets Limited maintains the right to share your data with associated third parties required for the immediate care of your pet, such as referral veterinary centres, and with debt collection agencies. We will not share your data with anyone else unless you consent to us doing so.

**Insurance processing**

1. Skylark Vets Limited is happy to process insurance forms for your pet, for which there is a service fee to cover the time to collate and check information and make the submission.
2. Insurance forms will always incur a fee prior to being signed by a veterinarian, even in the event that you wish to post the documents yourself, to cover the time taken to check the documentation.
3. We will endeavour to complete insurance forms within 5 working days of submission. If you require the claim to be submitted within 48 hours, please inform your veterinarian. There is an additional fee for this service.
4. Skylark Vets requests that payment for services is made in full at the time of service, and that costs are subsequently reclaimed from your insurance provider. In some cases, we may be able to settle directly with your insurance provider. Please note that in these cases, we require a direct claim insurance declaration form to be submitted prior to treatment, and for any excess or other fees to be paid in advance.

**Marketing**

From time to time, we may wish to use images of your pet within our marketing material. This could include printed material, use on social media platforms, use on our website, or use for veterinary educational material. We will not include any of your personal data, only your pet's details such as name, species, breed, age, medical condition (if applicable). Please tick this box to indicate that you are happy for us to use your pets' details.

Please sign to confirm that you have read and agreed to the above terms and conditions. Electronic signatures are accepted: by signing electronically, you are confirming that you accept this version as legally binding.

Print:

Date:

Signature: