

TERMS & CONDITIONS OF BUSINESS

Our commitment to you

We aim to provide you with a first class service, with the highest standard of treatment and care. We want you to be so impressed that you recommend us to your friends.

Fees

All fees, diet and medication charges are subject to VAT. Details of our fees are available on request. An itemized statement is provided for every consultation, procedure or transaction. We always provide verbal estimates for procedures requiring admission. Written estimates are available on request. Estimates can only be approximate as sometimes an animal's treatment will not follow an anticipated course. If the cost of treatment will exceed your estimate by more than 10% we will attempt to contact you.

Settlement terms

WE EXPECT PAYMENT IN FULL AT THE TIME OF TREATMENT. If for any reason your account is not settled in full at the end of the consultation, the discharge of your pet or upon collection of medications or diets, you will be invoiced within 7 days with an account charge of £4.47+VAT. In the event of non payment within one week we will invoice you again with an account charge of £4.47 + VAT. A 3rd and final invoice will be issued one week later with an additional account charge of £16.66 + VAT. If there is still no payment, your account will be referred to our debt collection agency or the County Court. This will incur further charges. It is your responsibility to ensure that your contact address and phone details are correct. Bounced cheques, credit card payments and counterfeit cash will result in your debt being restored and with administrative costs being charged.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account please discuss with us as soon as possible.

Pet Health Insurance

Kingston Veterinary Group Ltd strongly supports the principle of pet health insurance. We are authorized representatives for PetPlan. Please be aware that it is ultimately your responsibility that your account is settled. Our preferred option is for you to settle your account with us in full then reclaim the fees from the insurance company.

Complaints

Whilst we hope that our service does not give you cause for complaint, if you do wish to complain please complain in writing to The Practice Manager at Park Street. We will endeavour to respond within 2-3 days once relevant members of staff and records have been consulted.

Compliments/feedback

We are pleased to receive compliments/feedback and suggestions re how we can improve our service.

Ownership of records

Case records and similar documents are the property of Kingston Veterinary Group Ltd. This includes laboratory results, xrays, and ultrasound scan pictures. You are charged for carrying out the investigation and interpretation. Case records will be passed to another veterinary surgeon of your choice if you choose to leave the practice.

Variation in terms and conditions of business

No addition or variation of these conditions will bind the practice unless specifically agreed in writing by the directors of Kingston Veterinary Group Ltd. No agent or person employed by or under contract with the practice has the authority to alter or vary these terms and conditions in any way.

1-2 Park Street
Anlaby Road
Hull East Yorkshire HU3 2JF
Tel: 01482 223688

COTTINGHAM SURGERY
14-18 New Village Road
Cottingham HU16 4LT
Tel: 01482 843210

BEVERLEY ROAD SURGERY
642 Beverley Road
Hull HU6 7JH
Tel: 01482 854422

www.kingstonvet.co.uk



Kingston
VETERINARY
GROUP