

## Terms & Conditions

Bush House Veterinary Group provides 24-hour veterinary care\* for small animals across three branches in Carmarthenshire. We are committed to offering you and your pet the highest standards in veterinary healthcare.

Our experienced team of veterinarians and clinic professionals provide excellent treatment and care to patients, to ensure your pet benefits from appropriate and compassionate treatment. We will support and advise you in routine care throughout the life of your pet.

## Opening Hours

Ammanford: 01269 592113

Crosshands: 01269 842318

Llandeilo: 01558 822254

Monday: 9:00-18:00

Monday: 9:00-17:30

Monday: 9:00-18:00

Tuesday: 9:00-18:00

Tuesday: 9:00-17:30

Tuesday: 9:00-18:00

Wednesday: 9:00-18:00

Wednesday: 9:00-17:30

Wednesday: 9:00-18:00

Thursday: 9:00-18:00

Thursday: 9:00-17:30

Thursday: 9:00-18:00

Friday: 9:00-18:00

Friday: 9:00-17:30

Friday: 9:00-18:00

**Saturday: 9:00-13:00**

**Saturday: CLOSED**

**Saturday: CLOSED**

Sunday: CLOSED

Sunday: CLOSED

**Sunday: 10:00-13:00**

(Closed for lunch 1-2pm)



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## Our Commitment to You

We aim to provide a first-class service to the best of our ability and provide you and your pet with a high standard of care. Where appropriate we may advise, and with your agreement, refer you and your pet to an appropriate centre for more in depth investigation and treatment which is not available at our practise.

## Fees

All fees are due for payment at the time of the consultation or when your pet is discharged after an in-house procedure. All fees, diet & drug charges are subject to VAT at the current rate. Fee levels are determined by the level of expertise and time spent on a case and according to drugs, consumables and materials used. Details of our fees are available upon request and a detailed invoice provided for every consultation, procedure or transaction.

## Methods of Payment

You may settle your accounts using cash, credit/debit cards or cheque with a valid cheque guarantee card up to the value on the card. You may also wish to make a direct bank transfer. The accounts of hospitalised cases should be paid up to date when the balance reaches £300.

## Estimates of Treatment Costs

We will happily provide a written estimate as to the probable cost of a course of treatment or procedure. Please bear in mind that any estimate given can only be approximate and additional costs, which cannot be predicted at the outset, may occur as treatment progresses.

## Inability to Pay

We have a Pay on the Day Policy. If for any reason you cannot pay, we ask you to discuss the matter with a member of staff **before treatment takes place**. Emergency treatment to alleviate suffering will always be given irrespective of ability to pay. *If your account remains unpaid after 30 days we will pass your account to Proserve Debt Agency and a 20% admin charge will be applied to your account.*

## Complaints & Standards

We hope to ensure you never have reason to complain about the standards of service received from us. However, should you feel that there is something you wish to raise, please email your concern to: [info@bushhousevetgroup.co.uk](mailto:info@bushhousevetgroup.co.uk).

## Feedback

We are always pleased to receive feedback on our services, so please do let us know your thoughts so we can continue to improve. To do this, please visit our facebook page or website where you can review us!

## Insuring your pets

We strongly recommend you take out insurance for your pet, however we are not permitted to recommend any one insurance company. It is necessary to understand that not all pet insurance policies are the same. Some policies limit the amount of time, money or both that you can claim for so don't just look at price alone. We recommend lifetime insurance. Whilst we try to assist quick processing of your insurance claim, please note it is your responsibility to bring in your form and liaise with your insurer with any issues. Should payment not be received within 3 months, you will be required to settle your account.

# Terms & Conditions Continued

## Data Protection

The care given to your pet may involve undertaking some specific investigations, e.g. taking radiographs, sending samples to external UK laboratories. The ownership of the resulting radiographs and all other records will remain at all times with the practice as part of your complete and comprehensive records. Charges made for x-rays, lab work are for the interpretation of them and lab costs. If required, we can arrange to have copies of x-rays made but this would be at your expense. Radiographs and copies of all laboratory results, with a summary of the history will be passed on, by request, to another Veterinary Surgeon with your consent. You may view your pet's clinical notes on request by appointment only. Please note it is your responsibility to provide us with accurate and up to date contact details.

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, our clients, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. Please go to the following link to access our full Privacy Notice and to be able to update your information and update your preferences for data. [www.bushhousevetgroup.co.uk](http://www.bushhousevetgroup.co.uk)

## Pharmaceuticals

Our vets may prescribe Prescription Only Medicines, Category V (POM-Vs) for animals under his or her care. POM-Vs can only be dispensed with authorisation from a vet. Written prescriptions are available at a charge of £18.60\*.

A prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal.

**We ask you give the practice 24 hour notice for repeat prescriptions.**

The policy of this practice is to re-assess all animals requiring repeat prescriptions every three months, but this may vary with individual circumstances. The charge for this re-examination is £25.20\* plus the charge for the medication. In this case we recommend you consider our Simply Health Pet scheme, as these three monthly re-examinations are included in the plan, along with 10% off long term medication.

As the majority of flea and worm treatments are also POM-Vs (i.e. Advocate, Broadline, Nexgard), these can only be dispensed if the animal has received a health check by this practice in the last 12 months, in accordance with Veterinary Medicines Directorate (VMD) legislation.

# Terms & Conditions Continued

## Emergency Cover

\*Bush House Vets now have surgeries 7 days a week to support our clients around working hours. If you should require a vet out of our normal 7 day open hours please phone your local Bush House Vet Branch and the phone service will offer you an option to be directed to our Emergency service. This service is provided by Vets Now (**01792 775572**), a Veterinary hospital at: 20 Viking Way, Winch Wen, Swansea SA1 7DA where appropriate care can be given with 24 hr on site monitoring and Vet and nurse support for your pet. It is the client's responsibility to arrange to get your pet to the Swansea surgery and to bring your pet back the following morning either to Bush House Ammanford branch or home if your pet has been discharged as well enough to go home. Taxi details are available should you require these. Vets Now emergency prices are displayed on our website.

## Home Visits

Home visits can be arranged during surgery hours. The cost of a home visit is £150 plus consult fee/medication or additional treatment fee. The £150 visit fee must be paid by card over the phone at the time of booking. All prices are displayed on our website. It is usually in the best interest of your pet to be seen at a surgery where facilities and a full range of drugs are available.

## Vaccination Reminders

Bush House Veterinary Group will contact you either by letter, email or text in order to advise you of your pet's upcoming healthcare treatments, including annual vaccinations \* unless you choose to OPT out via our website online booking.

Whilst we make every effort to send out reminders for your pet's healthcare, these are provided as a complimentary service and the responsibility to keep them up-to-date remains with you. In particular, please be aware that PETS passports require rabies vaccinations and annual vaccinations, so please keep a personal record of when these are due. Bush House Veterinary Group accepts no liability for any loss, damages or costs which may result from the failure of a client receiving any reminder.

## Verbal abuse of staff

Will not be tolerated. Should you become abusive to staff we reserve the right to de-register you as a client and will give you two weeks notice to find alternative veterinary services for your pet.