



Terms & Conditions

Bush House Veterinary Group

At Bush House Veterinary Group we offer 24-hour veterinary care for small animals across four 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. We would like to thank you for entrusting the care and attention of your pet with us at Bush House Veterinary Group. This document details our Practice Terms and Conditions. Should you require any clarification of any aspect of the terms then please ask.

Opening Hours

Ammanford : 01269 592113

Monday 9:00 – 19:00

Tuesday 9:00 – 17:30

Wednesday 9:00 – 17:30

Thursday 9:00 – 19:00

Friday 9:00 – 17:30

Saturday 9:00 – 16:00

Sunday CLOSED

Llandeilo: 01558 822254

Monday 9:00 – 18:00

Tuesday 9:00 – 18:30

Wednesday 9:00 – 18:00

Thursday 9:00 – 18:00

Friday 9:00 – 18:00

Saturday 9:00 – 13:00

Sunday 10:00 – 1:00

Closed Mon-Fri lunch 1.15-2.15//Closed Saturday lunch 1-2

Cross Hands: 01269 842318

Monday 9:00 – 17:30

Tuesday 9:00 – 17:30

Wednesday 9:00 – 17:30

Thursday 9:00 – 17:30

Friday 9:00 – 17:30

Saturday 9:00 – 12:00

Sunday CLOSED

Booking an Appointment

Consultations are available at all branches at various times throughout the days, by appointment only. If you would like to book an appointment with a vet please phone any of our branches to discuss the matter and a convenient time, visit a branch, or use the online booking system on our website to book a convenient time:

www.bushhousevetgroup.co.uk

Fees

All fees, diets and drug charges are available on request and 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. A member of staff will be happy to discuss any queries you may have. You will be presented an itemised fee invoice for every consultation, surgical procedure or transaction with us at the time of payment.

Estimates of Treatment Costs

On request we can provide you with an estimate as to the probable cost of a course of treatment or surgical 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. We will make every effort to discuss any such additional costs whenever possible.

Settlement Terms

Payment is due at the time of treatment or discharge unless alternative arrangements have been agreed in advance; should an account not be settled following one reminder letter noting due notice, unpaid accounts will be referred to a debt collection agency and further charges, such as for the production of reports, correspondence, court fees, attendance at court and phone calls will be levied in respect of costs incurred in collecting the debt. Any cheque or credit/debit card transaction not honoured or any cash tendered that is found to be counterfeit will result in the account being restored to the original sum with further charges added to cover bank charges and administrative costs together with interest on the principal sum.

Methods of Payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs and/or diets. 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; please call the Llandeilo branch (01558 822254) and ask for our Accounts or Practice Manager. The accounts of hospitalised cases should be paid up to date when the balance reaches £500.

Inability to Pay

If for any reason you are unable to settle your account as specified, we ask you to discuss the matter with a member of staff as soon as possible and before treatment takes place. Emergency treatment to alleviate suffering will always be given irrespective of ability to pay.

Using your personal information (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

Simply Health Pet Health Plan

Simply health plan is a scheme we offer to make responsible pet ownership simple and affordable. It is not pet insurance, however it includes all the regular treatments your pet needs; such as annual vaccinations, health checks, and flea, worm and parasite treatments. It makes it easy for you to protect your pet and your family against preventable diseases and discomfort, whilst also saving you money. Please ask for further info in branch / see our website or take a Simply Health leaflet to read at your leisure.

Pet Health Insurance

Bush House Veterinary Group is an approved Appointed Representative for Agria, which we think offers the best health insurance cover and the best customer service for you. We recommend Agria's pet insurance to all our clients to help cover unexpected vets bills. 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 Agria's lifetime insurance products for the following reasons:

- 'Pick and Mix' choice of benefits including breeding risk cover
- Specialist pet insurer with 125 years experience
- UK based call centre with excellent customer service
- Excellent veterinary fees cover up to £12,500, renewed each year

5 Weeks Free insurance issued by us for puppies and kittens

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 £18.00*.

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 £24.00* 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.

Emergency Cover

Bush House Vets now have **surgeries 7 days a week** and regular **late evening surgeries** 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 **(1)** to be directed to our Emergency service. This service is provided by Vets Now, 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 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. You will be offered taxi details 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.

VACCINATE FOR LIFE FOR £99 + VAT Clients may prefer this option rather than Simply Health option. Pay cost up front and no need to pay for further vaccinations during your pet's lifetime so long as all boosters are carried out within 21 days of booster date. If this date is missed, client will need to pay booster price to restart if visit is between 21 and 40 days or full Vac99 price thereafter. Offer includes primary vaccinations too.

Complaints and Standards

We hope to ensure you never have reason to complain about the standards of service received from us. However, if you feel that there is something you wish to raise, please speak with a member of staff in branch. If you would prefer to proceed with a written complaint, please ask a member of staff for a copy of our complaints form and return it to the branch where we shall ensure it is passed to the Practice Manager. From this, the report shall be investigated and you will be contacted by the Practice Manager.

In accordance with the Medicines Act we will always use a veterinary licensed product. Should this not be the case we will then use veterinary products licensed for use in other species and failing that a human medical product. Any use of off-licence medication will be based upon our knowledge of its use in animals and an assessment made of the risks and benefits involved. This is particularly common in species other than dogs and cats for which few licensed products are available.

**Prices correct at May 2018*