



Our Terms & Conditions of Business

Thank you for registering with us, and entrusting your pets' veterinary care to Knaphill Vets. This document lays out our Terms & Conditions of business. Please note that some aspects of our terms may not be relevant to you or your pets, depending which products and services you opt to use. Please call the practice if any further explanation or clarification is required.

Registration & contact details

- We are required to maintain accurate records of both our clients and patients. In order to do so we will periodically ask you to confirm your registration and contact information is correct.
- If your contact and / or personal information changes, please inform us so we can ensure our database is up to date, and you continue to receive important appointment and treatment notifications for your pet.

Data Protection

- We take your privacy very seriously and take great care to comply with our obligations under the Data Protection Act, to protect your personal information including any financial details you share with us. Knaphill Vets will only use your personal information in order to liaise with you regarding the healthcare of your pets.
- We may need to disclose or share your personal information with regulatory authorities for the purpose of fraud prevention, and / or to comply with any legal or regulatory obligations. If you have any questions about the way we use your personal information, please write to The Practice Owner, Knaphill Vets, Coombe Villa, Knaphill, Woking, GU21 2HW.
- From time to time it may be necessary for us to use the details you have provided to inform you about products or services relevant to your animal's welfare, and therefore of assumed interest to you as a pet owner.
- For further information please see our data protection policy within the footer of our webpage: www.knaphillvets.co.uk

Legislation relating to veterinary care

- Knaphill Vets will endeavor to provide veterinary services in accordance with all reasonable standards specified within the RCVS Code of Professional Conduct for Veterinary Surgeons and Veterinary Nurses.
- Guidelines are available at www.rcvs.org.uk.
- Veterinary Surgeons at Knaphill Vets can only give advice, diagnose and prescribe therapies for patients that are under their care. Please see below for more information about this term:
 - Being 'under the care' of a veterinary practice means that the veterinary surgeon must know what is going on with the patient in order to make an informed decision about their healthcare needs.
 - A patient cannot be considered under the vet's care if there has been no physical examination, which means that a vet cannot prescribe a prescription only medicine to a patient if they have only conducted a consultation over the telephone or online.
 - If a patient has been prescribed a prescription-only medicine for a long-term medical condition, it is however possible to dispense more medicine without the patient having to be examined each and every time.
 - All repeat prescription requests need to be authorised by a veterinary surgeon before they can be dispensed.
 - Legally, the maximum period of time any vet can prescribe a prescription-only medicine without having re-examined the patient is 6 months.
 - The minimum period of time between examinations is not legally defined. This decision is determined by the prescribing veterinary surgeon based on many factors specific to the patient.

Supply of medicines for therapeutic purposes

- Knaphill Vets will always where possible offer to supply the veterinary medicines that have been prescribed by the practice for your pet.
- We will also willingly provide written prescriptions if you wish to obtain prescription-only medicines from another veterinary surgeon, or pharmacy. Please do bear in mind that any

delay in the start of treatment may not be in the best interest of your pets' health and welfare.

- We will charge a fee to provide written prescriptions.
- Please note that we can only provide a written prescription for animals under our care, and we will charge a fee to examine all ongoing medical conditions, regardless of whether or not medications are supplied by the practice or elsewhere via written prescription.
- At Knaphill Vets we're also able to supply prescription-only medicines if presented with a prescription from another veterinary surgeon.

Supply of medicines for preventative healthcare purposes

- Knaphill Vets recommend and supply prescription-only medicines i.e. veterinary surgeon classification (POM-V), in order to prevent and resolve internal parasites – worms – and external parasites too – fleas, ticks, mites, lice. Prescription-only medicines treat a greater range of parasites more quickly and effectively than over the counter products. They often combine internal and external parasite control in a reduced, or even single application.
- In order for us to dispense prescription-only preventative healthcare products, patients must be under the care of the practice.
- In order for our veterinary surgeons to dispense a prescription-only preventative healthcare product, they must first complete a physical examination of your pet, to ensure they are fit and healthy prior to the administration of any medication.
- To assist with the affordability of preventative healthcare, at Knaphill Vets we offer a free of charge 'Routine preventative healthcare consultation', to carry out the necessary physical examination without additional cost to you. Please note, if you require advice out-with the scope of the routine preventative consultation, and the spirit in which its' offered, we reserve the right to charge for our time.

Issuing Prescriptions for fulfilment elsewhere

- Knaphill Vets will issue prescriptions at a standard charge of £15.00.
- Our vets may decide that your pet requires a clinical assessment before a prescription can be issued, which may incur a consultation fee.
- A prescription may not be appropriate if immediate treatment is necessary.

- Our practice policy is to re-assess an animal requiring a repeat prescription within 3 months, and the consultation required for this will be charged for.
- Our pet healthcare plans, The Essential Health Plan and Essential Health Plan+, also include considerable discounts for medicines used to treat common chronic conditions, making the cost of long-term healthcare more affordable.

Return of unused medicine

- Knapill Vets will accept unused medications for disposal free of charge.
- Legally we cannot offer a refund on any medicines which have left the premises and been return, as they are no longer deemed fit for resale by our regulators.
- Drugs purchased from another supplier will be accepted for disposal subject to a charge.

Out of hours service

- We are open Monday to Friday from 08:30 to 18.00, and Saturday 08:30 to 12:30.
- Outside of these hours, where it isn't possible for us to provide the care required ourselves, emergencies will be transferred to the care of our out of hours service partners, details of which can be found below:

Vets Now Guildford,
Stocton Close,
Woodbridge Road,
Guildford,
GU1 1HR
01483313466
www.vets-now.com

High dependency cases may also be referred to Vets Now, to ensure they receive the continuous monitoring required. Please note that in these circumstances clients will be responsible for transporting their pets between our clinic and hospital.

Consent

- In accordance with the RCVS Code of Professional Conduct for Veterinary Surgeons, we will ask for signed consent for:

- All procedures involving in-patient admission to the clinic.
- The use of medications in species for which they were not licensed. For example using dog and cat medicines in rabbits and rodents.
- The use of medications in conditions for which they were not licensed. For example using a heart medicine to treat a kidney condition for which no licensed product exists.
- Euthanasia when required.

Charges

- All fees, food, reception sales and drugs are subject to VAT.
- Fees are calculated according to the time, risk and skill required to perform a veterinary procedure.
- A price list showing the cost of our most common services is available on request. You will receive an itemised bill for all transactions.
- All prices quoted, whether on our price list or in an estimate, are inclusive of the current rate of VAT.

Estimating charges

- Often, medical presentations can be approached via a range of different options. In this case, we will provide an estimate of the approximate cost of each option for your consideration.
- Please note that medical care involves significant uncertainty and therefore unforeseen costs may occur. However, we will always endeavor to inform you of any additional costs and explain why these have arisen as soon as practically possible.
- All estimates are valid for 30 days.
- **Expectations about payment**

Please note that unless otherwise specified, payment is always expected;

- After each consultation, or
- When your pet is discharged, or
- When you collect any pre-ordered medicine or food.

You may settle the account using cash, credit card/debit card or online BACS transfer. Personal cheques are not accepted.

Pet health insurance

- At Knaphill Vets, we believe that insuring your pet is the best way to safeguard against the unexpected costs of illness or accident.
- We are very happy to provide more information about the different types of insurance policies offered for pets in the UK, please just ask a member of our team.
- Unless otherwise specified, you are expected to settle your account and then reclaim fees from your insurance company.
- We will complete our insurance claim form obligations in a timely manner, assuming we have all the relevant information to do so.
- We do not charge to complete insurance forms when a client has already settled their account with us and is reclaiming fees from the insurance company.
- We can accept payment directly from some but not all insurance companies, subject to the following terms;
 - Understanding that this option is not guaranteed and remains subject to approval by the directors of the practice.
 - Knaphill Vets reserve the right to refuse payment directly from an insurance provider if we perceive that arrangement creates a risk of delaying the payment or even non-payment.
 - Because direct insurance claims involve significantly more administration as well as a delay in payment to the practice – often up to several months – Knaphill Vets will charge an administration fee when payment is made via direct claim. This fee is currently £15, and is payable to the practice upon signing the relevant agreement. This fee will apply once per condition claimed per calendar year.

- Should the practice directors agree to accept payment directly from an insurance provider, clients are expected to provide us with all the relevant documents to enable us to do so within 14 days of incurring the charges. Should these documents not be provided within 14 days after request, the practice reserves the right to withdraw the offer of payment directly from the insurance provider, and the client will be invoiced for the outstanding amount.
- The client is expected to pay the balance of their excess when the insurance claim is submitted to the insurance provider.

Unsettled accounts

- Any account not settled within 14 days will be sent a reminder.
- Should the account remain outstanding beyond 30 days, Knaphill Vets reserves the right to refer any unsettled accounts to our debt collecting agency, unless otherwise agreed.
- Should the account remain outstanding beyond 30 days, the practice directors reserve the right to de-register the client and their pets.
- Any further costs incurred in collecting the debt will be added to the balance.
- Should any credit card payment not be honored by the provider, or any cash tendered and found to be counterfeit, this will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

Inability to Pay

- If you are unable to settle your account we ask that you discuss the matter as soon as possible with a member of staff.
- We do not offer payment plans as payment for treatment is expected at the time. Instalments or part payments of any account may ONLY be sanctioned with the permission of a director. In other words, whilst receptionists and vets can relay requests for credit, please do not expect them to be able to make such agreements themselves.

Client complaints

- Our friendly and competent team will always strive to provide the best possible care and service for both you and your pet.

- If however you feel dissatisfied or unhappy with any aspect of the service or care either you or your pet received from the practice or team, please contact our on-site director and practice principal, Alfie Hodges, to discuss this.
- Whilst almost all client frustrations and concerns can be resolved informally, should you feel that your issue has not been handled to your satisfaction, you may wish to raise your concern with our professional regulators, RCVS, using the link below. Please be aware of the following when doing so;
 - The RCVS only gets involved in complaints relating to the professional conduct of a veterinary surgeon (e.g. fraud or dishonesty) as opposed to accusations of negligence – unless the instances of negligence are sustained or represent a standard that would make the veterinary professional unfit to practice.
 - This means that the RCVS does not get involved in complaints about charges.
 - The RCVS offers a Client Mediation Service: <https://www.vetmediation.co.uk>

<https://animalowners.rcvs.org.uk/concerns/i-want-to-raise-a-concern-about-a-veterinary-surgeon/>

Standards of conduct expected of our clients

- We're sure this will never be a cause for concern, but want to be clear that just as our clients are entitled to appropriate standards of care, service and value for money from the practice, the directors expect that our staff will also receive appropriate standards of conduct and behaviour whilst serving our clients.
- Our definition of appropriate standards of conduct and behaviour, are that no staff member be expected to suffer abuse, threatening language or aggression, either in person or online. In the unlikely event of such a situation, Knaphill Vets reserve the right to protect our staff by de-registering any client found to have behaved inappropriately.

Healthcare Plans

Knaphill Vets offers two Healthcare Plans:

The Essential Health Plan helps clients provide the most comprehensive routine preventative healthcare for their pets, at a reduced cost compared with buying the same products 'off plan'.

The Essential Health Plan+ includes all the benefits of The Essential Health Plan, with the added peace of mind that should your pet become unwell, you can access unlimited free vet

consultations and up to 40% discount off the most commonly prescribed medications to treat chronic conditions in dogs, cats and rabbits.

What's included?

|  | | |
|--|-------------------------------------|-------------------------------------|
|  THE ESSENTIAL HEALTH PLAN  | | |
| | Essential plan | Essential plan+ |
| Vaccinations (including puppy & kitten courses) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Year round flea, tick & parasite protection | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Free microchipping if required | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6-month health check | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Nail clipping & anal gland expression | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 20% off neutering (including keyhole) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10% off dental procedures | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10% off all food & pet shop items | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Free insurance claim processing | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Unlimited free vet & nurse consultations | | <input checked="" type="checkbox"/> |
| Free annual blood & urine screening | | <input checked="" type="checkbox"/> |
| Up to 40% off selected long term medications | | <input checked="" type="checkbox"/> |
| Discounted monitoring tests | | <input checked="" type="checkbox"/> |
| Pricing | £18.99 | £38.00 |

Prices and payments

- Each contractual period entitles the pet owner to the entitlements listed above only for the pet named in the contractual agreement.
- We operate a fixed price for each plan, irrespective of species, size and weight of your pet.
- Each contractual period entitles the pet owner to their pet's annual requirement of preventative healthcare products and services listed above.
- This cost can be spread over a 12-month period, paid via monthly direct debit.
- Or you can gain an extra 5% discount by paying for the full year in a single payment.
- If paying by monthly direct debit, the first months' payment is taken at the time of signing up to the scheme i.e. in the practice or over the telephone. Payment is then made by direct debit for each of the subsequent 11 months.
- Each period will have a specific start and renewal date. The start date begins on the date on which the first payment reaches the practice bank account. Please note that products and services will not be dispensed or administered until the first payment has been received.
- The contract will continue on a rolling annual basis from the date of the original agreement, until such time as it is terminated in accordance with the terms below.
- In the event of a monthly direct debit payment going unpaid, Knaphill Vets reserve the right to terminate the agreement if it is not paid within one month of the due date.
- Knaphill Vets reserve the right to change the cost of our health plans at any time, provided that at least one months' notice in writing is given to all subscribers – email or postal.

Termination of your agreement

- You may terminate your agreement by giving a minimum of two months' notice in writing – email (contact@knaphillvets.co.uk) or postal Knaphill Vets, Coombe Villa, Knaphill, Woking, GU21 2HW) – provided that all monthly payments up to the termination date have been received, to cover the total value of the products and services supplied to the subscriber prior to the termination date.
- If at the termination date the total payments received from the subscriber do not cover the total value of the products and services supplied for the corresponding period, an additional charge will be payable to Knaphill Vets by the subscriber. This is to cover the shortfall against the full retail cost of the services/products already received.

- Knaphill Vets may also terminate the agreement with a minimum of one month's notice in writing – email or postal – informing the subscriber of their intention, and provided that all products and services which have been paid for in advance have been supplied or will be supplied prior to the termination date.
- Of course no notice of termination is required in the unfortunate event of your pet's death. Where the monthly payments in advance do not cover the cost of products and services received by the subscriber up to and including the termination date, an additional charge will be payable to cover the shortfall. Where the monthly payments are in excess of products and services received, the balance will be assigned as credit on your account. Please note that any products which have been dispensed and left the practice premises unfortunately cannot be refunded, as they are considered unsaleable by our regulators.

General conditions applicable to this agreement

- For the purposes of the Contracts (Rights of Third Parties) Act 1999 this agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its provisions.
- Knaphill Vets shall only be liable for any loss or damage suffered by any subscriber which is a reasonably foreseeable consequence of a breach of their agreement. However it is the subscriber's responsibility to attend the practice in order to receive the products and services their agreement entitles them to.
- Knaphill Vets will endeavor to send reminders for the pet's annual vaccination and 6-month check appointments. However we shall not be liable for any loss or damage suffered by any subscriber if despite this intention, they do not actually receive a reminder for their pet's annual vaccination or health check.
- No refund for unused and unclaimed products or services will be given.
- For the avoidance of doubt, Knaphill Vets retains absolute discretion as to the combinations and brands of specific medications and treatments offered under the terms of the agreement. It is the subscriber's responsibility to decide if the combinations and brands of specific medications and treatments on offer suit their particular circumstances. For the avoidance of doubt, subscribers are unable to pick and choose which combination and brands of medications and treatments they wish to receive under this scheme.

Additional information relating to The Essential Health Plan+

- This plan includes (in addition to all product and services offered by The Essential Health Plan)
 - Unlimited free consultations with a vet or vet nurse
 - Discounted prices on a selection of long-term medications

- Please however note that this plan does not include:
 - The cost of medicines
 - Out of hours consultations
 - Diagnostics, surgery or any therapeutic procedure
 - The cost of neutering