



**BLACKMORE VALE  
VETERINARY CENTRE**

**Terms and Conditions of Business**

'We' the Blackmore Vale Veterinary Centre, are proud to be an independent veterinary practice. Our team strive to provide the best individualised holistic care for your animals. The following terms and conditions apply to the provision of our veterinary services and all products we supply. Some may not be applicable, however if you need further explanation or clarification, please do not hesitate to contact the Principle: Christine Fife BVM&S MRCVS on 01258 472293, [info@blackmorevalevets.co.uk](mailto:info@blackmorevalevets.co.uk), Blackmore Vale Veterinary Centre, Sturminster Newton, Dorset, DT10 1BQ.

**Registration of New Clients**

Upon registering with us or requesting our services, we will collect personal data about you. We will only collect data that we need to perform our services. With your consent, we will contact your previous veterinary surgeon to obtain your animals' medical history, this is to enable us to provide continuity of care for your animals. All new registrations are at the discretion of the Principle.

**Normal Working Hours**

Surgery opening hours are Monday to Friday 8:30 am to 6pm and Saturdays 8:30 am to 12 pm. Consultations are routinely available between the hours of 9 am and 6 pm Monday to Friday and 8:30 am to 11 am Saturday. Consultations are by appointment only, although every effort will be made to accommodate emergencies as quickly as possible, surcharges may apply for urgent consultation outside of scheduled appointments. Vets are not always present on-site but there is always a duty vet on call.

**Home visits**

In most cases, we provide better treatment at the veterinary practice where we have access to our equipment, facilities and staff. However, there are some cases when it may be preferable to provide treatment at home, we will then endeavour to arrange these visits at a convenient time. An estimate of the cost of a home visit are available upon request.

## **Out Of Hours (OOH) Services – Companion Animals**

OOH Services are provided by Vets Now. Our local branches are Wimborne (Bournemouth Branch) and Salisbury.

If your pet has an emergency during our **normal opening hours**, please call the normal practice number **01258 472293**. If your pet requires emergency treatment you will normally be asked to visit our surgery. Most conditions can be treated more efficiently at the surgery where there is a full range of medication and equipment available.

If you have an emergency **out of normal opening hours**, at night, at the weekend or on a bank holiday, please contact our normal practice number **01258 472293** to be best directed to our partners Vets Now. Alternatively you can call Vets Now directly on 01202 859933 (Wimborne) or 01722 238079 (Salisbury).

Vets Now is the pet equivalent of an accident and emergency service, dedicated to providing pets with access to an emergency vet service out of hours. It's all they do. With their local practices based at Wimborne and Salisbury, their vets and vet nurses are specially trained to deal with pet emergencies. Because they don't work during the day, they'll be up and ready to see your pet at the time you need them.

Vets Now has been providing dedicated out-of-hours emergency pet care across the UK for more than 15 years, and now responds to almost half-a-million pet emergencies every year. We believe our partnership offers you and your pet the very best level of care, day and night. You can find out more about their Wimborne service here <https://www.vets-now.com/find-an-emergency-vet/bournemouth/> and their Salisbury service here <https://www.vets-now.com/find-an-emergency-vet/salisbury/>.

At Blackmore Vale Vets we know your pets are part of your family and our priority is, and always will be, to ensure they have access to the very best care, no matter what the time of day or night. That's why we're proud to partner with Vets Now.

Don't forget, their team don't work during the day, so you don't have to worry about disturbing them at night. So, if you're worried about your pet out of hours don't hesitate to give them a call, and they'll advise what you should do next.

If you are at all concerned about your pet please call the normal practice number at any time to be directed to the best part of our team to help at that time.

## **Out Of Hours (OOH) Services - Equine**

OOH Services are only provided by our own vets for our own clients. OOH clients must call the normal telephone number (01258 472293) and will be put through to our call handling service who will contact the duty vet immediately. Initial costs for our clients incur an OOH surcharge, presently of £105 - £145. New and non-active clients are subject to an additional £70 surcharge, this is to protect our service to our clients.

## **In-patient Care**

In-patients are routinely cared for by the duty vet and nurse, hospitalised at our surgery. The surgery premises are not necessarily manned 24 hours a day, in-patients are checked as regularly as deemed necessary by the duty vet, some of these checks may be undertaken by the duty nurse as appropriate. Patients that require constant supervision will be treated as

such. Some patients may be transferred to our partners Vets Now if it is considered to be in their best interest.

### **Estimates**

Some procedures, including consultations, are available at a fixed price, all fixed prices are available upon request, however for non-fixed priced procedures estimates are always available in advance of treatment. Estimates are provided verbally either at the time of booking the appointment or during the consultation. Written estimates are available on request. All estimates given are only approximated, and the final fee could be higher or lower than this estimate depending on complications during the treatment and patient response to treatment. We will endeavour to contact you as soon as we have reason to believe that the costs could be different to the estimate.

### **Prescriptions**

We ask for at least one working day's notice to process all medication and prescription requests. Written prescriptions are available from this practice. Please note any written prescription is only valid for six months from issue. You may obtain relevant veterinary medicinal products from us or ask for a written prescription and obtain these medicines from another veterinary practice or pharmacy. Your VS may only prescribe relevant veterinary medicinal products following a clinical assessment of an animal under her care. A written prescription may not be appropriate if your animal is an in-patient or if immediate treatment is necessary. You will be informed on request of the price of any medicine that may be prescribed for your animal.

The general policy of this practice is to re-assess an animal requiring repeat prescriptions for supplies of relevant veterinary medicinal products every 1, 3 or 6 months depending on the specific medicines and individual circumstances. Standard charges for re-examination by a VS are available on request. There are standard fees for prescriptions available on request depending on the product required.

Please note that we cannot accept the return of any drugs as such items cannot be resold once they have left our premises.

### **Referral**

As a first opinion practice we often offer and can refer patients for specialist care at veterinary hospitals. Clients are offered a range of treatment options with a choice of referral centres where appropriate. Our vets always, where appropriate, undertake a consultation with the specialist vets about the patient to ensure optimal care.

### **Second Opinions**

If you are unhappy with the treatment or progress of your animal, we can arrange for a second opinion from another veterinary surgeon at your cost. We will always fully facilitate

a second opinion by providing clinical records to the other veterinary surgeon upon your request.

If you are currently registered with another veterinary practice and would like a second opinion, we can arrange for one of our veterinary surgeons to give you a second opinion. We will ideally require the clinical records for your animal to enable us to fully understand the case. However, we cannot provide a second opinion if your pet is hospitalised at another veterinary practice.

Second opinions do usually incur a higher consultation fee due to the complexity of the work involved.

### **Fees**

All fees for service and prices for goods are subject to VAT at the applicable rate. Prices for goods are as marked or notified at the point of purchase. Itemised invoices are always available upon request. Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any drugs, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case and the level of expertise required of the staff looking after your animal.

Fees incurred at our partners Vets Now are owed and payable directly to them.

### **Payment**

Payment is accepted by cash, debit/credit card or BACS transfer.

All fees and payment for goods are payable in full at the time of treatment or purchase.

Insurance payments also fall under these conditions, clients are requested to make payment at the time of treatment and seek reimbursement personally from their insurance provider.

Any other arrangement is at the discretion of the principle in advance of treatment, usually only approved in exceptional circumstances.

Any accounts that fall into arrears (not paid in full at the time of treatment) could be subject to a surcharge and interest as per government guidelines. Action may be taken to recover fees which may include engaging third party debt collection agencies or proceedings in the county court. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed.

We shall be entitled to suspend the provision of any further goods and/or services until all outstanding monies have been paid.

### **Client records**

Client and clinical records and other such similar documents (including but not limited to digital imaging results) are and shall remain our property. Copies of clinical records may be passed to another veterinary surgeon upon request. Clients can request a copy of these documents, which will be provided within a reasonable time frame.

We never discuss or sell records to any third party.

### **Data Protection and GDPR**

Upon registering with us or requesting our services, we will collect personal data about you. We will only collect data that we need to perform our services. We may also collect personal data from consent forms. We hold your data solely for the purposes of providing veterinary services, will be held of a database operated by us and selected third parties (for the purposes of reminders by SMS or email). We will only collect personal data when you voluntarily submit it to us. You will be asked to consent to us contacting you by each method for different purposes, we will only contact you if you give us consent to do so. You have the right to change your mind about your preferences.

Please note that we may pass personal details to debt collection agencies or our legal advisors for the purpose of recovering unpaid fees if accounts are not settled.

We comply with the Data Protection Act 1998 and will take reasonable precautions to ensure that your data is kept securely, used appropriately and is not shared with third parties except in provision of our services as detailed above. We do not sell or trade personal information to others.

We do not keep personal data for longer than is necessary.

### **Complaints**

We pride ourselves on offering a quality service, and take complaints seriously. Should we not meet your expectations on any aspect of our service, please let us know at the time where possible. Alternatively, should you wish to raise a formal complaint, we ask that you contact the practice in person, by telephone or in writing within two months of the complaint event. Complaints should be addressed to the practice. If you are not satisfied with the outcome of your complaint investigation we recommend you refer your complaint for external mediation through the Veterinary Client Mediation Service.