

Crown Veterinary Clinic Terms and Conditions

Thankyou for choosing Crown Veterinary Clinic, by registering your pet(s) you agree to be bound by the following Terms and Conditions. No variation of these Terms and Conditions unless specifically agreed in writing by the Practice Principals.

Fees

All fees are due at the time of treatment or collection of goods unless otherwise agreed.

Fees are inclusive of VAT and itemised statements are made available upon request.

We accept cash, credit, or debit card and American Express. We regret that we are unable to accept cheques.

Failure to pay

If you do not settle your account as required, further letters will be issued which may incur additional charges. After due notice, and if a satisfactory payment arrangement is not forthcoming, overdue accounts will be referred to an external collection agency.

We reserve the right to withdraw services for the non-payment of accounts.

Estimates

We can provide written estimates as to the likely costs of a course of treatment or procedure although please bear in mind that estimates may be approximate depending upon the nature of the condition or procedure.

Your Veterinary Surgeon will be happy to discuss this further.



Ownership of Records

All records including but not limited to x rays, results and case history remain the property of Crown Veterinary Clinic.

We do not share any information for commercial purposes.

Out of Hours Service

No staff are resident at Crown Veterinary Clinic overnight although visits may be made to care for inpatients as often as is considered necessary. Alternatively, our current out of hours service providers offer 24 hours emergency cover.

The decision to transfer an animal under our care will be made by the veterinary surgeon in charge.

Prescription policy

We can only provide prescriptions for animals under our care and who have been seen within 12 months or more frequently at the vet's discretion.

Insurance

Whilst we recommend pet insurance is taken out, we are unable to recommend or suggest any particular company. Any pet insurance policy is a contract between the insurance company and the policyholder. We have a responsibility to both parties to provide factual information regarding the claim including invoices where required.

Complaints handling

Should you be dissatisfied with any aspect of your pet's care, you should, in the first instance contact us with details of your concern. Should we be unable to resolve the matter, we will provide you with details of the escalation process.

