

Crown Veterinary Clinic Terms and Conditions

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

Ownership of Records

A separate Privacy statement is available regarding how we store, use and process your personal information. We comply with our obligations under the Data Protection Act 2018. All records remain the property of Crown Veterinary Clinic Ltd.

Fees

Some of our routine fees are shown on our website. We can provide an estimate of procedures required upon request however, medical treatment involves a degree of uncertainty and therefore unforeseen additional costs may occur. We will always try to inform you of any additional costs as soon as possible. Estimates are valid for 30 days only.

Expectation of payment

Unless otherwise agreed in writing, payment is expected ;Whilst

After each and every consultation at the time of treatment

When your pet is discharged

When you collect any food or medicine

If you do not settle your account as required, we reserve the right to pursue the debt via an external collection agency and withdraw services. Additional charges may be incurred.

Out of Hours

Our opening hours are detailed on this website. Our out of hours service providers (as shown) offer 24 hours emergency cover when we are closed. The decision to transfer an animal under our care will be made by the veterinary surgeon in charge.

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. It is the policyholders responsibility to initiate any claims they would like to be actioned. We do not arrange direct claims with your insurers.

Provision of medicines

Medicines and parasite control products classified as POM-V (prescription only medication - veterinary) can only be prescribed and dispensed for animals 'under the care' of a veterinary practice. This means the veterinary surgeon must be familiar with the animals condition in order to make an informed decision about treatment, and have physically examined the animal.

Repeat medications for long term conditions can be requested and dispensed however, some medications will require a further physical examination.

Written prescriptions

We can only provide written prescriptions for animals under our care. Written prescriptions are subject to the same regulations as medications dispensed in practice. If you wish to obtain a written prescription from another source it is your responsibility to arrange this. Please bear in mind that any delay in the start of treatment may not be in your pet's best interests.

Written prescriptions are single use for a maximum of 6 months.

We will charge for a written prescription

Return of unused medications and parasite control

Crown Veterinary Clinic Ltd will accept any unused medications dispensed by us for disposal free of charge. Medications dispensed from another source may be subject to a disposal charge.

We cannot offer any credit or refunds, as medication which has left the premises is deemed as no longer fit for sale.

Complaints handling

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

Standards of conduct expected of our clients

Just as clients are entitled to expect appropriate standards of care, service and value of money from us, the directors and staff are entitled to expect appropriate standards of conduct and behaviour whilst serving our patients and our clients.

Crown Vets' definition of 'appropriate' standards of conduct and behaviour is as follows; clients are not entitled to speak to us or treat us in a manner that would be considered inappropriate should we do the same to them. This includes:

- Swearing
- Aggressive, abusive or intimidating behaviour towards members of staff
- Defamation on social media without drawing our attention to a concern

Should such instances occur, Crown vets reserves the right to de-register the client and their pets.