



Terms and Conditions

Kimbolton Vets is a small animal veterinary practice trading from 18 High Street, Kimbolton, PE28 0HA. This document sets out the terms of the Contract between us (Kimbolton Vets) and you (the registered owner or keeper of the animal requiring veterinary services).

This contract applies when you register an animal with us or when you ask us to provide veterinary services. These conditions constitute the entire agreement between the parties, supersede any previous agreement or understanding and may not be varied except in writing between us. All other terms, express or implied by statute or otherwise, are excluded.

1. Definitions in these terms

Contract means the contract for the provision of veterinary services under the terms and conditions set out in this document

Us/Our/We means Kimbolton Vets

You/Your means the client who has registered with us for the provision of veterinary services to their pet and/or the registered owner or keeper of the animal requiring veterinary services

Client means a person registered with us or contracting with us for the provision of Veterinary Services

Veterinary Services means the services provided by us from time to time for the health and wellbeing of animals registered with us

2. Veterinary Services

2.1. General

- 2.1.1.** You are required to register your pet with our practice before we will provide veterinary services. We will assume that any person other than the registered owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek



treatment for the pet and to incur costs for which the registered pet owner will be liable. Services will only be provided to persons over the age of 18.

- 2.1.2.** We will provide our veterinary services in accordance with the Royal College of Veterinary Surgeons (“RCVS”) Code of Professional Conduct. Our services will be provided by suitably qualified staff as well other members of staff (for example student veterinary nurses and animal care assistants) who will work under the supervision of qualified veterinary surgeons and nurses.
- 2.1.3.** All provision of veterinary services is by appointment only and is only available during our normal business hours which are subject to change but can be found on our website. We will try to ensure that appointments are on time but it is possible that on occasion we may run behind schedule due to events beyond our control (eg an emergency). If this situation arises you may be asked to wait or can rebook for another slot.
- 2.1.4.** When waiting in our reception area for an appointment, dogs must be kept on a short lead at all times and all other pets must be housed securely in a carrier. If your dog is causing distress to other patients or clients we may ask that you kindly wait in the outside courtyard.

2.2. Home Visits

- 2.2.1.** We cannot guarantee the availability of home visit appointments as they are subject to the availability of staff on the day. Additional charges will apply for home visits and appointment times given are an estimate only and subject to change.

2.3. Prescriptions

- 2.3.1.** We will prescribe the medications that we deem to be the most appropriate treatment for the pet. There may be times where we need to use a medication “off licence” under the prescribing cascade and we will obtain your written consent to do so.
- 2.3.2.** Prescriptions will only be provided following a clinical assessment of the pet, this may require a physical examination. The maximum interval between assessments is 6 months but may be shorter, at our discretion, depending on the condition of the individual pet.



- 2.3.3.** Prescriptions for controlled drugs will only be valid for a maximum of 28 days.
- 2.3.4.** Written prescriptions are available on request and are subject to an additional fee. We will advise you of the costs before writing the prescription. All written prescriptions (with the exception of controlled drugs) will be emailed directly to your chosen pharmacy and we will not be able to issue you with the original prescription.
- 2.3.5.** We require two working days notice for repeat prescriptions.
- 2.3.6.** We closely monitor and record the temperature within our pharmacy. We may not be able to accept returned drugs once they have left our premises as we then cannot guarantee they have been stored correctly.

2.4. Out of Hours Care

- 2.4.1.** Outside of our normal business hours, emergencies will be seen by our out of hours provider as detailed on our website. Any fees incurred at our out of hours provider will be payable directly to them.
- 2.4.2.** Inpatients may either be transferred to our out of hours provider for ongoing care or may remain in the practice overnight. Clients must be aware that there will not be a member of staff onsite 24/7 and the pet will be checked on as regularly as their condition requires.

2.5. Transportation

- 2.5.1.** It is your responsibility to arrange transportation for your pet if required (for example, to our out of hours provider or a referral hospital). You shall be liable for all costs and risks of transporting your pet.
- 2.5.2.** In the exceptional circumstance that we agree to transport your pet (eg. in the case of an unstable animal that requires veterinary attention during the journey), we accept no responsibility or liability for any damage, loss, deterioration or otherwise deleterious effect on said animal during transportation and additional fees will apply.

2.6. Charges



- 2.6.1.** There will be a charge for each veterinary consultation unless we have made an alternative arrangement (such as membership of our club) and you agree to pay this charge at the time of your visit.
- 2.6.2.** Wherever possible will provide you with an estimate of charges before providing further veterinary services and shall update you if we expect to exceed your estimate. In the event of an emergency, our staff will use their professional judgement to provide veterinary services they deem necessary without first agreeing a revised estimate with you.
- 2.6.3.** You may request a full breakdown of charges on your invoice after treatment has been given. All charges are inclusive of VAT.

2.7. Payment

- 2.7.1.** Full payment must be made before the pet leaves the clinic (either after a consultation or after a stay in the clinic) other than by special arrangement in advance with one of the directors.
- 2.7.2.** We reserve the right to request a deposit of up to 100% of the estimated cost for non-routine procedures at the time of admission.
- 2.7.3.** Any late payments may incur an administration charge.
- 2.7.4.** We do not offer payment plans.
- 2.7.5.** Failure to settle outstanding invoices may result in the suspension of veterinary services until payment is received in full, except for the provision of emergency first aid.
- 2.7.6.** Unpaid invoices may be referred to a debt collection agency for recovery, with additional costs incurred by the client. Clients are responsible for all costs associated with debt recovery, including collection agency fees and legal expenses.

2.8. Client Records

- 2.8.1.** All records relating to clients and pets will be accurately maintained in accordance with best practice. Records will be stored securely and remain confidential. Records will not be shared with a third party without your consent except if requested by the police or by a court of law.



- 2.8.2.** All medical records, laboratory results and imaging studies remain the property of Kimbolton Vets. Clients may request for a copy of their records to be transferred to another veterinary service provider.
- 2.8.3.** Details of how we collect, use and store your personal data can be found on our Privacy Statement on our website.

3. Liability

- 3.1.** Our liability in respect of any and all claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services, provided by us, to which the claim, damages or loss relates.
- 3.2.** We shall have no liability to you for any loss, damage, costs, expenses or other claims for compensation arising from any instructions supplied by you which are incomplete, incorrect, inaccurate, illegible, or arising from their late arrival or non-arrival, or any other fault attributable to you.
- 3.3.** We shall not be liable to you or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of our obligations in relation to the veterinary services, if the delay or failure was due to any cause beyond our reasonable control.

4. Complaints

- 4.1.** Kimbolton Vets is committed to providing a high quality service. Should we not meet your expectations on any aspect of our service please discuss this in the first instance with directors or the consulting Vet as soon as possible. If a satisfactory resolution cannot be reached please refer to our complaints procedure.

5. Insurance

- 5.1.** We recommend that you take out an insurance policy to help cover the cost of your pet's care. As the policy holder it is your responsibility to settle your account with us and then reclaim any monies owed from your insurer.
- 5.2.** In exceptional circumstances we may consider a direct claim with your insurer, subject to a satisfactory insurance policy. This must be agreed



with the directors before the veterinary service is provided. If the insurance provider refuses to pay a direct claim, the owner will be fully liable for any costs incurred.

6. Acceptable behaviour

6.1. We are committed to providing a work environment that is free from harassment, bullying, intimidation, violence or abuse and we will not tolerate any behaviour which is contrary to this. If our staff reasonably believe that you are acting in an inappropriate manner, we reserve the right to:

6.1.1. require you to leave the practice

6.1.2. suspend the provision of services

6.1.3. contact the relevant authorities to ensure the safety and security of our staff, other clients, animals and property

6.1.4. terminate your account

7. Termination

7.1. We reserve the right to withhold or withdraw veterinary services from you for any reason and at any time. In the event that we terminate the provision of veterinary services to you we will make reasonable endeavours to provide emergency care to your pets in accordance with the conditions set out in this document.

7.2. We shall retain records relating to the pet until all our charges have been paid in full.

8. Changes in terms

8.1. We may amend these terms occasionally. We recommend that you check our terms regularly before using our veterinary services to ensure you are fully aware of our terms and conditions.

8.2. These terms were last updated on 03 February 2024.