

Standard Terms and Conditions

Our mission statement to you: Our mission is to ensure that both you and your pet are happy, and you have received first class service and treatment at all times.

Fees

All fees, consumables and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials and consumables used. A detailed invoice can be provided for every consultation, procedure or transaction. A list of current fees for routine procedures are available from any of our receptionists.

Methods of Payment

In order for us to keep costs under control and to help us keep our prices affordable, accounts are due for settlement in full at the time of treatment or upon collection of your pet following surgery.

Your account may be settled using:

- Cash
- Cheque with current banker's card
- Credit/Debit card - Switch, Solo, Delta, Mastercard or Visa
- BACS (Bank Automated Credit Service)

Estimates of Treatment Costs

We will, upon request, be pleased to provide an estimate as to the probable costs of any treatment, but please be mindful that any estimate given can only be approximate.

Settlement

Terms Payment must be made at time of treatment from all clients. Overdue accounts, after notice to you, will be referred to our Debt Collection Agency if satisfactory repayment arrangements have not been made with the practice. This will incur you further costs whilst collecting the debt. Any cheque issued which is returned unpaid will result in your account being restored to the original sum, together with any fees incurred in the process. Persistent late payment will result in withdrawal of our veterinary services.

Insurance

Pet fees can become very expensive especially when more complicated cases arise, with this in mind many people take out pet insurance as they have peace of mind that monies can be available for these eventualities. However, we cannot recommend any one insurance policy over another. Please take your time choosing the correct insurance for your pet's needs and read the small print carefully. If your pet is being treated under an insurance policy then please notify a member of staff accordingly. Please be aware that it is your responsibility to settle your account with us and then reclaim the fees from your insurance company. We will under special circumstances authorise a direct claim, this however must be authorised before any work has been carried out, a valid insurance policy with claim form must be brought in on the day of any procedure.

Inability to Pay

If you find yourself in the unfortunate position of being unable to pay your account, please discuss this matter as soon as possible with a member of staff. Instalments or part payments of any accounts, may only be sanctioned by the practice manager or senior partner.

Park Vet, Pet Health Club

Park Vet Pet Health Club is a unique service to spread the cost and save money on routine health care. Affordable monthly payments, including substantial discounts.

Data Protection and Ownership of Records

For our privacy policy please visit our website www.park-vets.com and search under the 'About' Section. Case records, x-rays and similar documents are the property of Park Vets, and will be retained by Park Vets. Upon request, copies of records with a summary of the history of your pet will be passed to another Veterinary Surgeon taking over your pet's care and treatment.

Complaints Procedure

We strive to offer the best possible service, however if you do feel dissatisfied please let us know. You can find a copy of our complaints procedure on our website under about us section.

Trading Name

Park Vets is the trading name of PVG Cardiff Limited, a company registered in England and Wales, registration number 04698808, registered office Sanatorium Road Cardiff CF11 8DG VAT registration number 134142017