

Terms of Business

Thank you for choosing The Barn Equine Surgery Ltd. We are pleased to act as veterinary surgeons for your horses. We promise to take all reasonable care in using our professional skills to treat your horse and to keep our skills up to date. Here we set out the terms under which this service is offered.

Office hours. These are 8.30 am to 5.00 pm Monday to Friday. Non-emergency work is carried out during normal office hours. Please help us to provide you with the veterinary surgeon and appointment you want by giving us plenty of notice for non-urgent work.

Emergency Service. To ensure your horses' welfare we offer an emergency service, which is available outside normal working hours 24 hours a day 365 days a year. Services provided as a result of calls to the emergency service outside office hours incur an additional charge.

Confidentiality. The veterinary surgeon / client relationship is founded on trust and in normal circumstances we will not disclose to any third party information about a client or animal without either expressed or implied permission.

Payment. We accept payment by credit card, cheque, cash and bank transfer. Invoices for visits on existing accounts are payable in full within 14 days of invoice date. New clients are required to pay for their first visit at the time and an account will then be opened. Invoices for surgery, investigations and treatment carried out at The Barn should be paid for at the time of the consultation or on collection of the patient. Drugs and dressings collected from the Barn should be paid for on collection.

Credit Limit. A credit limit of **£500** applies to all accounts.

Late Payment. Our terms relating to payment of amount invoiced are strictly 14 days. We reserve the right to charge a late payment administration fee of £25 per month. This applies where any debt is outstanding beyond the credit terms for any part of a month. We also reserve the right to charge interest at the rate of 12% per annum or 1% monthly on any overdue amounts.

Non-payment. We reserve the right to pursue unpaid fees. Civil proceedings may be issued or the matter handed over to a debt collection agency. Any costs incurred will be added to the debt and interest added under The County Courts Act 1984 or subsequent legislation. We reserve the right to ask for cash payments or to refuse to carry out further work if payment is not made in accordance with these terms of business.

Returned Cheques. For every returned cheque we will pass on our bank charge for representing the cheque (currently £7.50).

Insurance. Insurance to cover veterinary fees in the event of illness or accident enables many clients to provide the very best treatment when the need arises. At The Barn we support the concept of veterinary fees insurance and undertake to complete claim forms free of charge. However, the contract of insurance is between the client and the insurance company and payment of veterinary fees is not dependent on acceptance or payment of a claim by the insurance company but subject to our normal payment terms as outlined above. Arrangements for direct payment by the insurance company must be agreed in writing and in advance of any treatment after the policy, schedule to the policy and any operative exclusions have been provided along with payment of the excess. Direct claims remaining outstanding after 6 weeks must be settled by the client.

Prescriptions and Repeat Prescriptions. We are happy to provide you with prescription for your horse and the charge for this service is £22.62. The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 12 months, but this may vary with individual circumstances. The standard charge for a re-examination is £30.05 including VAT but the examination can be carried out free of charge with annual vaccinations or annual dentistry.

Cancellation. One working day's notice of cancellation is required. We reserve the right to charge 50% of the normal fee for the work booked where less than one working day's notice is given.

Reminders. As an additional service to our clients we endeavour to send reminders for vaccinations and dental checks when they fall due. However, the postal service is not 100% reliable and we cannot take responsibility for errors or omissions. It is the owner's (or trainer's) duty to ensure vaccinations are up to date.

Application. These terms of business apply to all clients of The Barn Equine Surgery Ltd unless varied in writing.

Complaints. We hope that you are satisfied with the efficiency and quality of our service. However, should we fall short of your expectations on any occasion please put the complaint in writing to the veterinary surgeon concerned or any of the directors as soon as possible. Account queries should be notified to the accounts staff as soon as possible. We will undertake to acknowledge receipt of your complaint within 7 days and then to respond more fully within 21 days once it has been fully investigated. Please be aware that treatment can involve more than one team member, so it may take a few days to talk to everyone involved; holidays or duty rotas may mean that all staff not immediately available.

Condition. In order that we can use the full range of pharmaceuticals available to treat horses it is a condition of using The Barn Equine Surgery Ltd that all horses are signed not intended for human consumption in their passports unless we have been notified in writing to the contrary.

In Patients. In circumstances where horses do not require intensive care there will be times when there will not be staff on site.

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