

Terms and conditions

Thank you for entrusting the care of your pet to Bushy Park Vets.

Fees

All fees and costs are subject to VAT at the current rate. Fee levels are determined by the time and skill required plus consumables used.

You are liable for any fees incurred in the diagnosis and treatment even if your pet is brought to us on your behalf by a relative, friend or agent.

Methods of payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of medicines/diets. You may settle the account using: Credit/Debit - Switch, Solo, MasterCard, Visa and Delta, cash or cheque with a current Bankers Card to the level of the card or in some cases relevant vouchers that are valid and in date.

Estimates of treatment costs

We will happily provide an estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a conventional course. We will try to alert you on the contact numbers you have given us if we believe the treatment costs are going to exceed the estimate costs. If you are not contactable we will treat your pet as is necessary for in its best interests and for the prevention of pain or suffering.

Settlement terms

Should an account not be settled we will initially send reminders to do so. We reserve the right to add additional accounting and interest charges should that situation continue, and to refer the debt to a collection agency who will legitimately add their own fees to the debt. Any returned cheques or payments not honoured that result in further charges or losses to ourselves will be added to the principal sum.

Inability to pay

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff.

Please note that installments or part-payments of any account may only be sanctioned with the express permission of Mr Leggett.

Responsible pet ownership

This should include regular vaccination, worm and flea control. Micro chipping provides a permanent means of identification of your pet.

Please ask for advice on any of these matters.

Insurance

This provides peace of mind against unexpected illness/injury or incidents involving third parties. We are no longer permitted to advise you about individual companies so do take time to check the degree of cover being offered by those available. Please be aware that it is your responsibility to settle our account and then re-claim from your insurance company. We do not levy any fees for completion and processing of any claim that may also sometimes require subsequent correspondence with the company involved.

Complaints and standards

We are fully committed to providing exceptional service and care. Inevitably however, there will be occasions when your expectations have not been met. Most problems can be resolved by discussion with the person concerned at the times they arise. Failing this we request you make a complaint in writing within a month of the incident addressed to the General Manager. We will reply to your concerns as soon as is practically possible.

Ownership of records

Case records, including radiographs and similar documents are the property of and will be retained by the practice. They can be released to another veterinary surgeon upon request.

Out of hours policy

We provide 24 hr emergency service, which can be reached by phoning our surgery out of hours on 020 8977 3452.