

Practice Terms and Conditions

We, Town and Country Veterinary Group aim to provide the best standard of care within our veterinary practice. We are governed by The Royal College of Veterinary Surgeons (RCVS) and Veterinary Medicine Directorate (VMD), and as such these Terms and Conditions shall apply to all veterinary care services and products provided to you, to the exclusion of all other terms and conditions. If you would like further clarification on any of our terms and conditions please contact our reception team at any of our branches who will be able to advise.

1. Fees

Where treatment exceeds what is possible within a consultation, we will provide to you an estimate of costs of investigations and or treatment. Estimates provide approximate costs and while we aim to keep you informed of any additional charges, final costs can exceed the estimate provided if your pet's condition is found to be more complex than initially anticipated. Any costs out-with the estimate will be discussed with yourself prior to actioning treatment except where immediate treatment is needed to protect the welfare of an animal.

2. Overdue Accounts

All accounts are due for settlement at the time of each consultation, collection of your pet after surgery or hospitalisation and collection of drugs or diets.

Payment can be made by cash, credit or debit card. Clients cannot carry accounts with Town and Country Veterinary Group and any outstanding amounts after 3 months and due notice is given, details of overdue accounts will be referred to an independent debt collection agency and may be subject to legal action.

If the outstanding debt is passed to our debt collection agency you will be liable for any additional costs incurred.

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.

3. Insurance

If you have a pet which is insured, we are able to assist you in completing the insurance claims forms. Please speak to our reception team and they will advise the best way to do this based on your insurance company. We do not offer direct claims and it is your responsibility as policy holder to check if your pet's treatment and/or condition is covered. Not all companies provide the same level of cover and if your insurance company declines to cover your claim, or any part of it, you will be liable for full treatment costs.

4. Personal Items

If you choose to bring an item to stay in with your pet such as a blanket, please note that this is entirely your decision to do so. We have full facilities for caring for our in-patients and any items left with us may be subject to our infection control guidelines and as such Town and Country Veterinary Group cannot be held liable for any loss or damages as a result. We ask that carriers and leads are clearly labelled so that they can be easily reunited with you. While we will do our best to reunite any items which are forgotten at the practice, with you, items which are unlabelled, or unclaimed for longer than 14 days, reserve the right to be disposed of and/or repurposed by Town and Country Veterinary Group

5. Returning Medicines

Any unused or unfinished medications and their containers can be returned to us for disposal. Unfortunately we are not able to offer a refund for such products as they are unfit for use as we have no way to assure they have been stored and sealed as per manufacturer guidelines.

6. Client Care

Intimidating, threatening or aggressive behaviour and/or language directed to any of our staff and/or other clients will not be tolerated. Upon displaying any of these behaviours, you will be asked to leave and we reserve the right to withdraw our services to you.

7. Car Parking

Users of our car parks do so at their own risk. Town and Country Veterinary Group cannot be held liable for accidents, loss or damage of any vehicle or its contents.

8. Alterations

No alteration may be made to these terms and conditions without our express written consent. We may update or amend these terms and conditions at any time by placing a notice to that effect in our premises or on our website.