



## General Terms & Conditions

### Fees and Estimates

For self-paying clients we require payment for the initial consultation on arrival.

You will be provided with an estimate of the likely costs of any investigation or treatment for the patient during your initial consultation. Self-paying owners must pay the estimate prior to treatment being carried out. In the event of an estimated range provided, the middle value will be requested. The balance must be settled in full on discharge when available or on presentation of the invoice. Because of the unpredictable nature of clinical work, we cannot guarantee the accuracy of estimates; the final invoice may be above or below the original estimate depending upon clinical circumstances. Where possible, we try to advise clients when an invoice is becoming significantly greater than the estimate. In a clinical emergency this may not always be immediately possible. In these circumstances, you will still be considered liable for charges incurred. If your animal is hospitalised for treatment, please feel free to telephone for updates of your account.

### Insurance

Please note that pet insurance policies can vary considerably from one provider to the next. We are happy to work with you in completing your claim; however we do ask that you note the following:

- We will require payment of the initial consultation fee on arrival. Payment will be refunded when the insurance company settles the claim in full or used as payment towards costs incurred which may not be reclaimable from the insurance provider, such as a policy excess or uninsured boarding costs on arrival. This payment should normally be made at reception using a debit or credit card and we will retain these card details until all invoices are settled.
- We are able to claim directly from most insurance companies and ask that you complete your insurance form to allow this.
- It is your responsibility to check your policy and inform your insurer of your referral before your first appointment.
- It is also your responsibility to ensure that your pet is covered for the particular condition it is being investigated or treated for, as well as having an adequate level of financial cover.
- You will also need to keep track of where you are in respect to any financial limit your policy provider may impose.

- It helps us to handle your claim if, when talking with your insurance company, you give us permission to discuss any aspects of your claim directly with them.
- You will need to give us a signed claim form before your pet is discharged.
- Once payment is received from the insurance provider, if there is an amount still outstanding - for example, any balance remaining for the excess or uninsured costs – we will charge these costs to the card details provided on admission. If the initial consultation fee paid exceeds these costs we will reimburse this balance using the card details provided.
- Please note you are responsible for any shortfall in payment from your insurance company, even if you are in dispute with them about the amount. You undertake to pay all outstanding fees in full immediately if the insurance company decline to accept the claim in part or in full, or if the insurance company has not made settlement within fifty (50) days of submission of the claim.

### Payment terms

Payment, in full, will be expected on receipt of our invoice. Any queries in relation to treatment costs must be put in writing within fourteen (14) days of the relevant invoice date. We accept cash, credit or debit card payments (excluding American Express), and can also receive [online payments](#). We will hold details of a debit or credit card and, should payment not be received within fifty (50) days, we will charge any outstanding costs against this payment card. In the event that we are unable to recover outstanding debts by this method, we may initiate civil recovery proceedings through court action. We reserve the right to charge interest on overdue debts and to charge for administrative costs incurred in the recovery of outstanding debts.

### Interim payments

In some cases, where fees are substantial and an animal is likely to remain with us for ongoing care, we reserve the right to request an interim payment of costs to date. Please note that all charges may not have been allocated to your account at the time of discharge, especially if this occurs outside of normal operating hours.

### Termination of contract

Clients have the right to withdraw their animal from our care at any time, unless this is deemed by the veterinary surgeon to lead to undue suffering. On so doing the owner may be asked to sign an authorisation for discharge. We require that all charges to date be met at the time of discharge.



#### Retention of clinical material

At times we may wish to retain surplus clinical samples (body fluids and biopsy material) for use in ethically approved clinical studies. There will be no additional charge for this.

#### In-patient care

In-patients are provided with 24 hour care by a team of qualified veterinary nurses and veterinary surgeons who monitor and respond to changes in the patient's status. Throughout the night a designated shift provides continuity of professional clinical care.

#### Client confidentiality and data protection

Our client relationship is founded on trust, and in normal circumstances we will not disclose to any third party any information about a client or their animal either given by the client, or revealed by clinical examination or by post-mortem examination. Permission to pass on confidential information may be express or implied. Express permission may be either verbal or in writing, usually in response to a request. Permission may also be implied from circumstances, for example in the making of a claim under a pet insurance policy, when the insurance company becomes entitled to receive all information relevant to the claim and to seek clarification if required.

Case records including radiographic films, other images and similar documents are the property of, and will be retained by, ourselves as a record of the fulfilment of our contract with you as a client, in the interests of animal welfare and for our own protection. At the request of a client we will provide copies of relevant clinical records, including any clinical records for the animal that have been acquired from another practice. Where any significant expense is involved in providing such copies, as there might be, for example, with the provision of copy radiographs, a reasonable charge may be made.

For more information about how we handle your personal information, and your rights under data protection legislation, please see <https://www.information-compliance.admin.cam.ac.uk/data-protection/general-data>.

#### Limitation of Liability and exclusion of warranties

##### **THE CLIENT'S ATTENTION IS DRAWN IN PARTICULAR TO THIS CLAUSE**

We will provide treatment to your animal with reasonable care and skill. All other terms that may be implied into our contract with you by the Consumer Rights Act 2015 or otherwise are excluded to the fullest extent permitted by law. Neither Cambridge University Veterinary Clinical Services nor any of the individual members of its staff or student body are liable for the loss of or any damage or injury to your animal, whether resulting from treatment or otherwise, save that Cambridge University Veterinary Clinical Services alone may be liable in the case of proven negligence on the part of those treating or responsible for your animal while it is entrusted to our care.

#### Acceptable Behaviour

It is important that our premises are always a safe place to work and visit. Clients and staff must not feel threatened. Our staff will always work with clients to resolve difficulties when they arise. This process is helped by a positive and calm manner from both the client and staff member. If a client displays hostile behaviour or an angry attitude this can make staff and/or other clients feel threatened.

In light of this we have clear procedures and a Zero Tolerance Policy on unacceptable behaviour. Such unacceptable behaviours include, but are not limited to:

- Any display of a violent temper
- Shouting or raised voice, pointing fingers
- Not engaging with staff positively
- Being pushy or trying to intimidate staff
- Hostile or aggressive behaviour
- Threats, swearing, spitting
- Any mention or display of any object that could be used as a weapon

Clients will be warned if their behaviour is unacceptable and asked to stop. Failure to comply with this request will result in immediate withdrawal of services.

#### Feedback and Complaints

We strive to offer highest standards of patient care and customer service at all times. If you are in any way unhappy with the service provided by us, please bring your concerns to the attention of the clinician in charge of your case so that your concerns may be addressed at the earliest opportunity. If serious concerns remain, please address any letters of complaint to the Clinical Services Manager. Your letter of complaint will be acknowledged and the matter investigated. Thereafter a written response will be provided.