CAMBRIDGE UNIVERSITY
VETERINARY CLINICAL SERVICES

General Terms & Conditions

Fees and Estimates

For all clients we require payment for the consultation ahead of your appointment.

You will be provided with an estimate of the likely costs of any investigation or treatment for the patient during your consultation. Estimates are in addition to the consultation fee. Self-funding owners and owners submitting their own insurance claim must pay the full estimate (or the middle value where there is an estimated range) prior to treatment being carried out. The balance must be settled in full upon discharge or on presentation of the invoice, whichever is sooner.

Due to 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. Wherever 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 contact us for updates of your account. We do not offer individual client discounts.

Insurance Claims

For insured pets, we offer direct processing of insurance claims or we can provide support for owners submitting their own insurance claims (indirect claims). Please note that pet insurance policies can vary from one provider to the next. We are happy to work with you to complete your claim; however, we do ask that you note the following:

- We will require payment of the consultation fee ahead of your appointment. For direct claims, 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.
- For indirect claims (when you submit your own insurance claim and your pet insurance company reimburses you), full payment to QVSH is required on discharge or on presentation of your invoice(s). No administration fee is charged.
- For direct claims (when we submit your claim and your pet insurance company reimburses QVSH directly), we will submit your invoice(s) and completed claim form to your pet insurance company, payable to QVSH. A £30 (including VAT) administration fee applies per claim and is payable at the time of your visit. Claims may take several weeks to process.
- It is your responsibility to check your policy and inform your insurer of your referral before your appointment, and 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 financial limits or balances on your policy, and you may be asked to confirm these prior to treatment.
- It helps us to handle your claim if you give your insurance company permission to discuss any aspects of your claim directly with us.
- For direct claims, you will need to give us a signed claim form before your pet is discharged.
- For direct claims, we will contact you if there is an amount still outstanding once the insurance payment is received - for example, a balance remaining for the excess or uninsured costs - this debit balance is payable within seven (7) days. If the insurance payment leaves your account in credit after all treatment and claims are complete, we will refund the credit balance via the original payment method. Card refunds will be made to the original card used. New direct claims will not be accepted until your outstanding balance is settled.
- Please note you are responsible for any shortfall in payment from your insurance company, even if you are in dispute with them.
- You undertake to pay all outstanding fees in full within seven (7) days if the insurance company decline to accept or to make payment against 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.
- Late cancellations (<48 hours' notice) or missed appointments may be charged a consultation fee.

Payment terms

Payment, in full, will be expected on receipt of your 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 online payments. Personal cheques are not accepted.

- 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, in which case a follow-up invoice will be sent to you.
- In the event that we are unable to recover outstanding debts, we may initiate civil recovery proceedings through court action.
- We reserve the right to charge interest on overdue debts and charge for admin costs incurred in the recovery of outstanding debt

Interim payments

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 or insurance claim of costs to date, prior to the final invoice.

Teaching hospital – Students

As a teaching hospital, we provide clinical education for veterinary and nursing students as part of our role in training the next generation of veterinary professionals, through their direct involvement, under supervision, in patient examination and care. We also provide advanced post-graduate education for our clinical training scholars. Supervised by our Specialists, our clinical training scholars are qualified vets working as specialists-in-training.

Health & Safety

All pets must be suitably restrained while on the premises. This includes cats always kept in a secure carrier in the waiting area.

In-patient care

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

Clinical follow-up

Clients and referring veterinary practices may be contacted following patient discharge for the purposes of clinical follow-up, ongoing patient updates and monitoring of clinical outcomes.

Photography, Audio and Video Recording

Photography, audio and/or video recording may be used in the diagnosis, treatment and monitoring of our patients. Anonymised versions of these recordings may be used for education, research and clinical governance purposes.

Audio and video recordings by owners (or visitors) are strictly prohibited within all hospital premises.

Use of clinical data and material

Anonymised clinical data gathered as a direct result of my animal's care, and clinical material (including fluid, blood and tissue samples) taken for the purposes of diagnosis and treatment, but no longer needed, may be stored and used for teaching, clinical audit and ethically approved clinical research.

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 remain the property of QVSH, as a record of the fulfilment of our contract with the 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, 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.

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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.

Mutual Trust and Acceptable Behaviour

A satisfactory professional relationship between our clients and staff members must be founded on the basis of mutual trust and confidence.

It is important that our teaching hospital environment is always a safe and non-threatening place to work and visit for clients, staff and students. 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, students and/or other clients feel threatened and unsafe.

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 intimidating
- Hostile, aggressive or discriminatory behaviour
- Threats, swearing, spitting
- Any mention or display of any object that could be used as a weapon

Clients will be warned if the behaviour demonstrated is unacceptable and will be asked to stop. We reserve the right to immediately withdraw services should there be a failure to comply with this request.

May 2026

Termination of contract

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

Registration Requests to the QVSH General Practice

QVSH General Practice will not accept registration requests from owners referred to the QVSH within six months of the date first referred.

Loss of or damage to personal property on site

The Hospital cannot be held responsible for the loss of or damage to any personal property belonging to clients, including vehicles, while on Hospital premises. All property brought or left on site is done at the client's own risk.

Feedback and Complaints

We strive to offer the 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.

Our Comments, Complaints and Compliments policy is available on our website.

Contact Us:

The Queen's Veterinary School Hospital
University of Cambridge
Madingley Road
Cambridge CB3 0ES
Tel - 01223 337621

Email - hospital@vet.cam.ac.uk

Web - www.hospital.vet.cam.ac.uk

All calls may be recorded for training and monitoring purposes.
Please be aware that CCTV recording is in operation in the waiting area for safety and security purposes.