

# PETS RELAXED

## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care of your pet(s) to Pets Relaxed. Detailed below are our Terms and Conditions of Business. By registering your pet/pets with Pets Relaxed you agree that you have read and understood our Terms and Conditions of Business and agree to be bound by them. Some aspects of the 'Terms' may not be relevant to you. Please ask for further explanation or clarification if required.

### **1.0 BUSINESS INFORMATION**

#### **1.1 Business Description**

Pets Relaxed is a mobile veterinary service providing non-emergency, qualified veterinary care for your companion animal(s) in the comfort of your own home.

#### **1.2 Hours of Business**

Pets Relaxed is open for business Monday to Friday, 9am to 5pm. Appointments are available between 10am and 5pm. The appointments between 4pm and 5pm are usually reserved for urgent cases or those that can not be seen outside these hours.

#### **1.3 Areas We Cover**

The following postcodes are within our catchment area and associated travel costs are included in the price of the consultation.

HD9, HD7, HD3  
OL1, OL2, OL3, OL4, OL5, OL6, OL7, OL8, OL9, OL15, OL16, OL95  
SK15

For the post code areas listed below there will be a travel fee in addition to the consultation charge.

HD3, HD4  
HX6  
SK13, SK14, SK16, SK22  
M9, M24, M34, M35, M40, M43  
OL11, OL12, OL14

Any requests for visits to areas other than those listed above will be considered at the discretion of the attending vet.

## **1.4 Services**

We offer the following non-emergency services:

- Health Checks and Consultations
- Vaccinations and Boosters
- Blood Samples
- Prenatal and Postnatal checks
- Puppy and Kitten care
- Acupuncture
- Laser Therapy
- Herbal Therapy
- Raw Feeding Advice
- Lifestyle Assessments for Elderly Pets
- End of Life Care and Euthanasia

## **2.0 REGISTRATION**

### **2.1 New Client and/or Patient Registration**

In order to register you and your pet with our practice we take certain necessary information from you that will be used to provide care and treatment for your animal, and so that we are able to make contact with you when necessary. These details will be taken when you contact us to make your first appointment. The data we hold is stored securely in our computerised database. The data we hold about you and your pet will be used to provide treatment and care as requested by you.

### **2.2 Maintenance of Records**

It is essential for us to maintain accurate records of our clients and patients. In order to do this we will periodically ask you to confirm the details we hold. If your details change, please inform us as soon as possible so we can ensure our database is up-to-date.

## **3.0 COSTS**

### **3.1 Fees**

Fee levels are determined by the time spent on a case and according to appointments; including the drugs, supplies and other consumables used. We reserve the right to charge for verbal advice, including over the telephone. Our written fee list is available on request. You are entitled to a detailed invoice for every consultation, procedure or transaction with us on request.

### **3.2 Estimates of Treatment Costs**

We will happily provide an estimate (on request) as to the probable costs of a course of treatment. Please bear in mind that any estimate can only be approximate. Often a pet's illness will not follow a conventional course and unforeseen expenses may occur – we will endeavour to inform you of

any additional costs at our earliest opportunity depending on your pet's safety. Estimates are valid for 30 days.

## **4.0 PAYMENT**

### **4.1 Settling Your Account**

Accounts are due for settlement at the end of the consultation and upon receipt of medicines or other sale items. You may settle the account using cash, by credit card/debit card, bank transfer, or online mobile payment. If you require any information about payment methods please contact us. We do not carry change- if you wish to pay cash, we request that you have the exact amount available.

### **4.2 Unpaid Charges**

Any account not settled within 7 days will be contacted with a reminder by email or telephone. Outstanding charges will be payable upon receipt of this reminder. Any credit card payment not honoured and any cash tendered and found to be counterfeit will result in the account being restored to the original sum with further charges added in respect of the bank charges and administrative costs as applicable.

Please note that late payments may incur an additional administration fee.

### **4.3 Pet Health Insurance**

Pets Relaxed strongly supports the principle of insuring your pet against unexpected illness or accident. You need to inform us before any appointment or treatment if you will settle payment using pet health insurance. Please be aware that it is your responsibility to settle your account with us and then reclaim fees from your insurance company. It may be possible for us to accept direct claims from some insurance companies. Please speak to a member of staff for details on the insurance process.

## **5.0 VETERINARY CARE**

### **5.1 Provision of Care**

Pets Relaxed will endeavour to provide veterinary services in accordance with reasonable standards denoted in the RCVS Practice Standards Scheme and the RCVS Code of Professional Conduct for Veterinary Surgeons.

Guidelines are available to view at [www.rcvs.org.uk](http://www.rcvs.org.uk). Please note: Veterinary Care may be withheld from clients who appear aggressive and abusive to team members.

### **5.2 Registration with Veterinary Clinic**

Veterinary home visits have many advantages, but also some restrictions. Major trauma or illness, surgical operations, and some investigations such as x-rays and ultrasound can only be dealt with

in a veterinary clinic. It is therefore vital that you are also registered with the veterinary clinic of your choice.

If you are not currently registered with a veterinary clinic please speak to a member of staff for guidance.

### **5.3 Sharing Information**

In accordance with Section 5 of the *RCVS Code of Professional Conduct for Veterinary Surgeons*, we will always keep open communication with your veterinary clinic and inform them of any clinical findings, diagnoses made, and treatment prescribed or administered.

### **5.4 Out Of Hours Care**

To see a vet outside of normal opening hours (evenings/nights and weekends) please refer to your home veterinary clinic's 'Out of Hours' arrangements. These can usually be found on the clinic's website or details may be given in your clinic's out of hours answerphone message.

Pets Relaxed constitutes a Limited Service Provider, and as such does not provide their own Out of Hours (OOH) service.

Pets Relaxed's service is available during our dedicated opening hours, which are weekdays daytime only, excluding bank holidays.

It is your responsibility to ensure you are registered with a veterinary clinic, to inform yourself of their OOH provision, and if necessary, to attend their named OOH clinic.

## **6.0 APPOINTMENTS**

### **6.1 Booking and Scheduling**

We book appointments by request, and always aim to accommodate your preferred time and date. However, we sometimes need to rearrange appointments dependent on the clinical needs of the animals in our care. In all cases we will contact you as soon as possible to inform you of any changes to your appointment.

We provide an email and SMS appointment confirmation and reminder service which includes the start and end time of your appointment. We always aim to be with you for your allocated appointment time, but we request half an hour flexibility to allow for traffic conditions and any other unforeseeable circumstances.

### **6.2 Missed/Cancelled Appointments**

We reserve the right to charge a missed appointment fee if we arrive for an appointment and nobody is available in order for the consultation to proceed. This will be waived only at the discretion of the veterinary surgeon.

If an appointment is cancelled or rearranged at your request within 24 hours of the appointment time this will incur a charge equal to 50% of the consultation fee.

You may re-book/rearrange your appointment twice without any penalty if more than 24 hours notice is given. On the third re-booking/rearrangement you will be required to pay the full consultation fee upfront. This payment shall be non refundable. The appointment will be confirmed on receipt of this payment.

We may waive the fees detailed above in certain, genuine, circumstances, but this is at the attending vet's discretion.

If we need to cancel or rearrange an appointment with you, we will always aim to give you at least 48 hours notice unless this is not possible due to an unforeseen emergency.

### **6.3 Emergency Appointment Bookings (Same Day)**

#### **a. New Clients**

Emergency, same day appointments, whether euthanasia or check up, will incur an emergency surcharge for all new clients (i.e. not currently registered or under treatment with us).

#### **b. Active and Existing Clients**

Emergency, same day appointments, whether euthanasia or check up, will incur an emergency surcharge for all existing clients who have not been seen by us in the last six months, or who are currently undergoing treatment elsewhere.

Active clients will be charged an emergency fee if an appointment is opened specifically at your request, where we have no standard appointments available.

If you are currently under treatment with us or have been seen within the last 6 months, you will not incur the emergency fee, providing we have available appointments that day.

## **7.0 CONSENT**

### **7.1 Euthanasia**

In the event that you request the euthanasia of your pet, we will require written consent from the registered owner or their representative.

We will provide you with a consent form.

### **7.2 Off-Licence Medication**

Consent is required for the use of medications in species or conditions for which they were not licensed. In this case a consent form will be provided to allow this to be prescribed without asking for specific permission on each separate occasion.

## **8.0 DISPENSING OF MEDICATION**

### **8.1 Prescription Medication**

We require a minimum of 48 hours notice for a new written prescription.

Prescriptions are available from this practice. You may obtain Prescription Only Medicines (POM-V) from this practice or request a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy; these will be issued subject to a prescribing fee.

You are responsible for sourcing medications from a suitable supplier and should bear in mind that delay in the start of treatment may not be in the best interest of the welfare of your pet. A prescription may not be appropriate if immediate treatment is necessary.

Pets Relaxed can only prescribe medication for animals under our care. This usually means that we need to have seen and examined the animal within the last six months.

However, we can sometimes provide veterinary prescription drugs if presented with a prescription from another veterinary surgeon.

You will be informed, on request, of the price of any medicine that may be prescribed for your animal.

If you request delivery or postage of your medication this is subject to additional postage, packing or delivery charges.

The general policy of this practice is to re-assess an animal requiring repeat prescriptions once every six months, however in more complicated/unstable cases re-examinations will be more frequent depending on the professional judgement of the vet.

### **8.2 Return of Unused Drugs**

We are happy to accept unused medications back into the practice for disposal only. However as drugs which have left the premises are no longer considered fit for resale, no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.

## **9.0 RECORD KEEPING AND SHARING**

## **9.1 Ownership of Records**

The care given to your animal may involve making some specific investigations, for example, taking blood samples. Even though we make a charge for carrying out these investigations and interpreting their results, the resulting records (clinical or otherwise) remain the property of Pets Relaxed.

## **9.2 Record Sharing**

We work closely with your registered veterinary practice to ensure the continuous care and well-being of your pet. Copies of your pet's treatment history will be passed directly to your registered vet after each consultation, or, where there is a large number of consultations close together, at regular intervals. We will also request your pet's clinical history from your registered vet before any appointment with us to ensure continuity of care.

We explain this procedure during your registration process with us, and you have the right to refuse record sharing.

However, in this instance we would not be able to dispense, prescribe or administer any prescription medications, or take and process any laboratory samples.

## **9.3 General Data Protection Rules (GDPR)**

We would like to keep in touch with you about pet health care, practice news, and offers by email and/or text message. If you don't want to be contacted in this way, please contact the office and we will adjust your communication preferences.

Your privacy is very important to us and we will never share your email address or any other details with any outside party without obtaining your express consent.

Please read our privacy notice for more information on how we use your details (this can be found at [www.petsrelaxed.co.uk](http://www.petsrelaxed.co.uk) or request a copy by email to [info@petsrelaxed.co.uk](mailto:info@petsrelaxed.co.uk)).

## **10.0 COMMENTS AND FEEDBACK**

We always welcome your feedback. If you have anything you want to tell us about, you can speak to your vet during your visit, or contact the office on 01457 337 688.

We hope you will never feel the need to complain about the standards of service received from us at Pets Relaxed. However, if you have a complaint that you are unable to settle after speaking with your vet during your visit, please contact us by email to [info@petsrelaxed.co.uk](mailto:info@petsrelaxed.co.uk) providing full details of your complaint. We will endeavour to respond within 48 hours.

## **11.0 CONTACT INFORMATION**

For appointments, pricing, payments, feedback, complaints, and any other general enquiries please contact the Pets Relaxed office using the following details:

01457 337 688

[info@petsrelaxed.co.uk](mailto:info@petsrelaxed.co.uk)

Calls will be answered between 9am and 5pm Monday to Friday.