

Terms and Conditions of Business

- Office hours are from 8.30 am to 5.30 pm Monday to Friday and 8.30am to 1pm on a Saturday. An emergency service is available for emergency calls outside office hours. Services outside office hours will incur a surcharge
- For us to give you the best service please try and give at least 24 hours notice for non urgent calls
- The client is the person who requests veterinary attention for the animal and the client is liable to pay for the professional services and any treatment offered
- Payment is due upon receipt of invoice (see further information on invoices and/or statements)
- Payment of accounts can be by cheque, cash delivered in person, bank card, credit card or BACS
- If you have a query about your invoice please contact our accounts department within seven days from receipt of the invoice
- We reserve the right to charge interest at the rate of 2% per month on amounts remaining unpaid for 30 days from the date of invoice
- Prior to offering a credit facility we reserve the right to check relevant credit histories
- New clients: Payment will be required at the time of consultation and treatment. Credit facilities are at the discretion of the clinical directors
- Prescriptions: All clients are entitled to obtain veterinary medicines on prescription from another supplier. Prescriptions and repeat prescriptions can only be issued for animals under the care of a veterinary surgeon at Western Counties Equine Hospital. This will require examinations by Western Counties Equine Hospital on a regular basis. This applies to medicines supplied by Western Counties Equine Hospital and those sourced with a prescription from other suppliers. A charge will be made for the production of a prescription
- Western Counties Equine Hospital can supply medicines for horses not under our care on the presentation of a valid prescription
- Case records including radiographs, ultrasonograms, MRIs and similar documents remain the property of Western Counties Equine Hospital. Copies of such records with a case history will be made available to any veterinary surgeon taking over the case upon request by the said veterinary surgeon. Fees charged for such procedures are for the professional opinion based on the results of these procedures
- We will issue reminders for vaccinations when provided with the correct information by the client. We however do not take responsibility for any errors or omissions and it is the responsibility of the client to ensure vaccinations are kept up to date
- It remains the sole responsibility of the client with an insured horse to maintain and document all correspondence as required by the insurance company and to inform Western Counties Equine Hospital of any relevant information
- All clients are entitled to a second opinion. If we are asked to provide a second opinion we will only do so after consulting the first opinion veterinary surgeon or after making all reasonable efforts to do so
- Referrals can be arranged for any patients
- Referrals are accepted from veterinary surgeons. Initial contact should be by the referring veterinary surgeon. All referral clients will be asked to pay their account on or prior to collection of the horse from Western Counties Equine Hospital
- All clients are encouraged in the first instance to discuss any problems with the service offered by Western Counties Equine Hospital with one of the clinical directors or practice manager