

## OUR COMMITMENT TO YOU

We will provide a first opinion service to the best of our ability. We will provide you and your horse with our highest standard of care. Where appropriate we may advise, and with your agreement, refer you and your horse to an appropriate centre for specialist opinion, including more in-depth investigation and treatment.

## FEES

All fees are due for payment at the time. All fees and stock are subject to VAT at the current rate. Fee levels are determined by the time spent on a case, and according to the drugs, materials and consumables used. Details of our fees are available on request, and a detailed invoice is provided for every visit, procedure or transaction. Estimates can also be provided on request, and will be offered for non-routine procedures.

## METHODS OF PAYMENT

We accept cash, credit or debit cards. Card details may be given by phone. Card credibility may be checked in advance.

## ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a horse's illness will not follow a conventional course.

## SETTLEMENT TERMS

Should an account not be settled at the time of treatment, an invoice will be sent with an additional accounting fee in respect of administrative costs incurred. This, however, may be deducted if payment is made promptly. Should it be necessary for further reminders to be sent, further administration charges and interest will be incurred. For Riverside Equine Health Plan clients owing monies from other services, we have the right to halt Health Plan benefits and use any further payments against the outstanding debt. Administration charges and interest may still be accrued in this instance.

After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency, and further charges will be levied in respect of costs incurred in collecting the debt such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the account being restored to the original sum, with further charges added in respect of bank charges and administrative costs, together with interest on the principal sum. Any alternative payment arrangements must be sanctioned with management prior to treatment.

## EQUINE HEALTH INSURANCE

We strongly support the principle of insuring your horse/pony against unexpected illness or accidents. For further information on insurance please ask a member of staff. Please be aware that it is your responsibility to settle our account, and then reclaim the fees from your insurance company. We are happy to assist you in making a claim and endeavour to send off all completed insurance forms as quickly as possible following their receipt. Please speak to us before cancelling or changing your insurance company.

## RIVERSIDE EQUINE HEALTH PLAN

Riverside Equine Health Plan is based on a 12 month term. All fees dues to us will be calculated at our standard rates, should Riverside Equine Plan be cancelled within this period. Additional horse plan discounts can only be applied to horses registered under the same account. Any additional fees incurred, including additional discounted visit fees, will be payable at the time of treatment.

## FEEDBACK, COMPLAINTS & STANDARDS

We value your feedback on our services. Please do let us know your thoughts so we can continue to improve. We hope that you never have recourse to complain about the standards of service received from our Practice. However, should you feel that there is something you wish to bring to our attention, please contact management in the first instance.

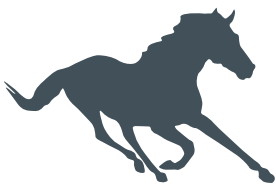
## OWNERSHIP OF RECORDS, RADIOGRAPHS AND OTHER DOCUMENTS

The care given to your horse may involve us making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice and will be retained by us. Case history records, radiographs and similar documents remain our property and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.

## VARIATIONS IN TERMS AND CONDITIONS OF BUSINESS

No addition or variation of these conditions will bind the practice, unless it is specifically agreed in writing and signed by management. No agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.

Riverside Vets



EQUINE:  
02380 620 605

[www.riversidevetsequine.co.uk](http://www.riversidevetsequine.co.uk)