



## **Terms & Conditions**

### 1. Introduction

By accepting our services, You agree to the terms and conditions of VetsGo Ltd set out in this document.

VetsGo Ltd is a veterinary practice that offers a wide range of services across England and Wales and is registered and regulated by the Royal College of Veterinary Services (“RCVS”).

### 2. Our Aims

We know how much pets mean to each individual and are largely treated as an additional family member. We aim to extend this affection when your pet is feeling under the weather and needs medical care. We are committed to providing You and your pet with the most appropriate advice and treatment.

### 3. Professional Practice Guidelines

All our vets are members of the RCVS and are subject to its professional rules at all times. Our services and treatments will be undertaken by suitably trained and qualified staff which may include veterinary nurses. All veterinary services will be performed within the RCVS’ Code of Professional Conduct.

Please note that certain specialist treatments may need to be performed by or referred to other veterinary practices, or hospitals. In such cases we do not have control over their standards but can assure You that we choose our partners carefully.

### 4. Our Veterinary Services

You are responsible for making appointments to receive veterinary services. If Our veterinary services are delayed due to an event outside of our control, We will not be held responsible. However, We will contact You as soon as possible and take steps to minimise delays.

At the outset of each appointment, course of treatment, or surgery, We will discuss with You what is to be achieved and what is necessary to achieve it. Any material developments, delays or possible deviations from Your instructions will always be reported to You, but Ye will be guided by You as to

the extent and detail to which You wish Us to report. VetsGo Ltd will not accept any liability arising from events out of Our control, or Your failure to reply completely and accurately to any request for information or confirmation of instructions. This includes the timely manner in which You approach Your insurance company for any insurance payment or claim. Please see Pet Insurance clause below.

#### 5. Fees

All products, drugs and service are subject to VAT charges at the current rate. Applicable fees are determined by the time spent, medications, materials and consumables provided. Fees are subject to change without notice.

We will, wherever possible, provide estimates for the cost of treatments and/or surgeries. Please do note that these are approximations and usually subject to change considering individual circumstances. We will always try to keep You updated if additional costs occur.

#### 6. Pet Insurance

Pet insurance can cover the costs of treating your pet if they suffer from illness or injury and need treatment from veterinary professionals. We recommend that You take out pet insurance with a reputable insurer. However, in order to receive Our services pet insurance is not always necessary if You are able to cover the costs yourself.

Please note that it is Your responsibility to settle the balance on Your account and then reclaim the fees from Your chosen insurance provider.

We are open to direct claims, but relevant checks and prior authorization and agreement will be needed from your insurance company before the treatment is carried out. Where a direct claim has been accepted, such costs remain Your responsibility should the third party fail for any reason to settle the account within Our payment terms. We maintain absolute discretion when accepting direct insurance claims.

We do not provide or arrange pet insurance this is your responsibility.

#### 7. Methods of Payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of products or drugs. You may settle the account using CASH or CREDIT/DEBIT CARD – Visa, MasterCard, American Express, Apple Pay and Google Pay.

Where We must pay money to You, it will be paid by bank transfer. It will not be paid in cash or to a third party unless exceptional circumstances apply and have been approved by Us.

## 8. Settlement Terms

Payment for any services or treatment is due in full after each consultation or discharge of your pet. We are happy to provide an estimate for any surgeries and or consultations. If You are unable to cover the costs in full on the day of treatment, You must discuss the matter in advance with Our Manager and We are only obliged to fulfil our minimum legal responsibilities and professional regulatory obligations in respect of the animal in Our care. Should an account not be settled within 7 days, then a reminder will be sent. Failure to settle any overdue accounts after due notice will be referred to Our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt. Any credit or debit card payments not honoured and any cash given that is found to be counterfeit will result in the account being restored to the original sum, plus additional charges.

## 9. Your Right to Account Closure

You are able to close your account with us at any time. Prior to doing so any outstanding payments must be settled. If your pet is in Our care You are responsible for the collection of your pet. We would advise You to find an alternative veterinary practice to take care of your pet on the date of closure. Please note this is not Our responsibility.

## 10. Our Right to Account Closure

We put the welfare, safety and wellbeing of all of Our staff members, pets and clients first. Therefore there is a zero-tolerance policy in place for any intrusive, offensive, aggressive or violent behaviour. If any such behaviour occurs by You or anyone involved with the matter, We reserve the right, at our absolute discretion, to terminate Your account and ask You to leave the premises. This applies to all members of staff when communicating over the phone, via email or face-to-face.

We may close Your account if payment is left unpaid and You do not make payment within the 7 days of the reminder. Any debts will be recovered with any additional costs plus any fees incurred from our Debt Collectors.

We reserve the right to terminate Your account with Us on the basis of the above, or for any other reason there is a breakdown in confidence between You and Us.

We will always seek to give You reasonable notice of Our decision, but there may be circumstances where it is reasonable for Us to give no notice.

## 11. Our Right to Withdraw Services

If you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services we may write to you to let you know that we are going to stop providing you with particular services.

If you have prepaid for a service that we will not be providing, we will refund the sum relating to this service.

## 12. Queries & Concerns

Our aim is to provide You and your pet with the best possible care and service in line with our professional code of conduct. We hope that You never have to complain about the standard of service You receive. If, for any reason, You are unhappy about the quality of service provided or have other concerns, please inform us immediately so that We can do our best to resolve the problem for You.

In first instance, we encourage You to tell the person in charge of your pet's care. They may be able to help resolve Your concern there and then. Alternatively, please email Us your complaint, providing Your full name, address, preferred telephone number, pet name, and a brief description of events.

Following this a member of staff will acknowledge receipt of Your email as soon as practically possible and within 7 working days. To ensure any such complaint is fully investigated, and that You receive a detailed response, further information may be requested. We hope to have your complaint addressed within 14 working days of receipt, however, if further inquiries are needed to meet a conclusion, delays may occur.

If at any point You become unsatisfied with the service We provide to You, then please do inform Us. We do encourage feedback in an effort to strive for effective improvements.

## 13. Ownership of Records

All case records including test results, radiographs and similar documents are the property of, and will be retained by Us. At Your written request and with Your express permission We will forward your pet's medical history to another Veterinary Surgery who will be taking over the care of your pet.

## 14. Prescription Only Medications

You should be aware that prescription only medicines ("POMs") can only be prescribed by a qualified person. You may purchase POMs from Us as Your veterinary practice, or with a prescription at any pharmacy that stocks the appropriate veterinary licensed medication. For repeat prescriptions, clinical assessments may be required at regular intervals under the current law and RCVS rules. We may charge You for written or repeat prescriptions issued to your pet. This is in order to cover the insurance costs involved, the time and responsibility. We will inform You of the costs before issuing the written prescription and this fee will need to be paid prior to it being released.

## 15. Data Protection

Under the Data Protection Act 2018, we are required to gain your specific consent in order to send you treatment reminders, information and marketing information. We are also under a duty to ensure that the information that we hold on our systems about you is correct. You will be required to check and verify the details.

## 16. General Feedback

If you have general comments, please email Us on the email address listed on the website.

## 17. Changes to Terms & Conditions

These Terms & Conditions may change from time to time. We suggest that whenever You visit the website or chose to use Our services You check to make sure You are up to date with the current terms and conditions.

## 18. Data Protection

Our use of Your personal data is subject to Your instructions, the EU General Data Protection Regulation (GDPR), and other relevant UK and EU legislation. Our privacy policy explains Your rights in relation to Your personal data. Please read it carefully. Such policy can be found on our website or if requested by You to a member of the team.

Under data protection law, We can only use Your personal data if We have a proper reason for doing so.

## 19. Email Communications

We regularly communicate by e-mail. This may include correspondence, documents or other information about consultations and treatments. Presently this is not encrypted before it is sent. It is possible that confidential information is sent in this format which, therefore, may be intercepted intentionally or by accident and read by a third party.

## 20. Cyber Crime

We WILL NOT notify You of changes to our bank account details by email. If you receive any communications suggesting that VetGo's bank account details have changed, You should contact Us immediately using the number on the website to confirm the details before making payment. Please be aware that a phishing email may contain a fraudulent phone number for Us, so never call the number indicated in such an email. We will not take responsibility if You transfer money to a wrong account.

## 21. Severability

If a provision of these terms and conditions is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect.

If any unlawful and/or unenforceable provision of these terms and conditions would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

## 22. Third Party Rights

These terms and conditions are for Our benefit and Your benefit, and are not intended to benefit or be enforceable by any third party.

The exercise of the parties' rights under these terms and conditions is not subject to the consent of any third party.

## 23. Entire Agreement

These Terms and Conditions, together with our privacy and cookies policy, form the entire agreement between You and Us in relation to your use of Our services.

## 24. Law & Jurisdiction

We are registered in England and Wales.

These terms and conditions shall be governed by and construed in accordance with English law.

Any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England.

## 25. Contact

If you have any queries, please do not hesitate to contact us through any of the contact methods on our website.

Thank you for trusting VetsGo.