



Rase VS Ltd. Company No: 09515280  
Otby Moor Farm, Market Rasen, LN8 3TQ

### **Terms of Business**

**The Provider:** Rase VS LTD, a limited company incorporated in England and Wales.

Company number: 09515280  
Trading Address: Otby Moor Farm, Market Rasen, LN8 3TQ  
Email: [equine@rasevets.com](mailto:equine@rasevets.com)  
Phone Number: 01673 842448  
Website: [raseequine.co.uk](http://raseequine.co.uk)  
Director: Norrie Graham BVSC MRCVS

**The Client(s):** must be over 18 years of age, and the owner(s) or keeper(s) of 'the patient(s)' for which they are able to consent to the provision of veterinary services and/or treatment provided by 'the provider'.

**The patient(s):** a horse, pony, donkey, or mule which is owned or the responsibility of 'the client(s)' under whom they are registered.

### **Services**

1. The Provider agrees to offer veterinary services for horses, ponies, donkeys, and mules, at its clinic facility and/or through ambulatory services.
2. The Client agrees to provide accurate and complete information about the patient's medical history and to notify the Provider promptly of any equine health related issues.
3. The Client agrees to be responsible for all charges associated with the services provided, including but not limited to examinations, treatments, medications, and procedures.
4. These terms of business do not affect your statutory rights.

### **Fee Estimates**

5. The Provider will provide a written estimate of predicted costs upon request. Whilst the Provider will endeavour to ensure that all estimates are representative, medical estimates are subject to variation due to the nature of the work. However, the Provider will endeavour to update the Client of any significant deviation from the original estimate.
6. The Client understands that should an unexpected problem or complication arise, and the Client is not contactable, the final costs may reflect additional costs incurred or additional services provided which were not originally reflected in the estimate.

### **Payment terms**

7. For pre-arranged visits, we require payment upfront. For emergency cases we require a cost upfront, if any extra cost is accrued within the visit The Provider will issue the Client with an itemised invoice for the services provided to each patient which needs to be paid in full upon receipt of the invoice.



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8. Payment methods include cash, cheque, all major credit and debit cards and online banking.

9. Invoice disputes should be raised by the Client within 14 days of the invoice date. Where any dispute is not proven and payment is late, then the Provider's overdue accounts procedure will become activated.

#### **Inability to Pay or Non-payment**

10. The Provider reserves the right to charge interest (8% above the prevailing Bank of England base rate) on all overdue accounts.

11. If for any reason the Client is unable to settle their account, the Provider urges prompt notification and discussion with the company. Instalments or part payments may only be sanctioned with the express permission of the company management.

12. In the event of non-payment, the Provider may refer the Client to a debt recovery agency and any incurred fees will be added to the Client's account and will be paid by the Client. Legal proceedings will be made by the Provider if it becomes necessary to obtain payment and any associated costs will be added to the Client's account and become the financial responsibility of the Client. Upon referral to a debt recovery agency the Provider will issue the Client with a written notice to advise withdrawal of veterinary services.

13. Any services provided by the Provider, whilst an account has an overdue balance, will require upfront payment.

#### **Appointments and Cancellation**

14. Appointments should be arranged in advance. Due to the nature of the work, the Provider will aim to notify the Client at the earliest convenience should it become necessary to cancel or reschedule an appointment.

15. The Client should notify the Provider if they wish to cancel an appointment.

16. The normal office hours are 0900hrs to 1900hrs, Monday to Friday (excluding Bank Holidays). Provision of services beyond normal office times is out of hours. In the event of assistance out of hours, please call the office number and your call will be redirected to the on duty veterinary surgeon.

17. The Client agrees to pay additional fees for out of hours services, which will include an out of hours attendance fee, in addition to the normal hours (0900hrs - 1900hrs) visit and services costs. The out of hours costs are available on request.



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### **Insurance Cover**

18. The Provider strongly encourages the Client to insure their animals against unexpected accidents, illnesses, or injuries.

19. It is the responsibility of the Client to submit claims to the insurer and to be reimbursed by them. To defer this requirement, the insurance form must be completed and signed to direct payment to the Provider.

20. The Client is required to pay the excess in full up front, and any costs not covered by the insurance company (ie. livery costs).

21. The Provider accepts no liability if the claim is rejected, in either part or full, and will request that any outstanding invoices are settled within 28 days of notification of rejection from the insurance company. The Provider's overdue accounts procedure will become activated after this period.

### **Referrals**

22. The Provider may advise that a patient requires referral to a specialist veterinary surgeon, clinic, or hospital. As an independent veterinary practice, our veterinary surgeons will recommend a most appropriate veterinary surgeon, clinic, or hospital. However, it is ultimately the choice of the Client if/where the patient is referred.

23. The Provider will ensure prompt liaison with any referral, including the provision of all necessary clinical, diagnostic and treatment information.

24. The Provider will not hinder the Client if a second opinion is sought and will ensure efficient communication of all relevant clinical information concerning the case.

### **Ownership of Records**

25. All clinical records and diagnostic results generated during the provision of services is the property of the Provider. The Client consents to information being used for purposes such as education, research and professional or public presentations. Information being used for such purposes will be anonymised, with identifying data extracted.

### **Prescriptions**

26. Repeat prescriptions will be provided if the patient has been examined by the Provider within 6 months of the request and the medication has been prescribed by a veterinary surgeon.

27. The Provider charges a prescription fee, and this cost is available on request.

28. Prescriptions are authorised within 5 working days and sent directly to the Client's chosen pharmacy.



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### **Liability**

29. The Provider shall not be held liable for any injury, loss, or damages to the Client (owner), animal, keeper, handler, or property, whilst the animal is under the care of the Provider's employees or contractors, except in cases of gross negligence or wilful misconduct.

### **Withdrawal of Veterinary Services**

30. The Provider reserves the right to withdraw veterinary services where a fundamental professional relationship between a veterinary surgeon and client has fallen into disrepute.

31. The Provider will give written notice of 14 days should a notice to withdraw veterinary services be issued to a client.

32. The Client may request the transfer of veterinary services to a different veterinary practice of choice. The Provider will aim to transfer all relevant clinical history within 2 working days.

### **Complaints**

33. Complaints are taken seriously and in the first instance, should be raised by telephone, email, or letter. The Customer Support Team will discuss the complaint with the staff involved establishing the facts before deciding on what action should be taken. The Client will then receive a formal response within 21 days of the date of the complaint.

34. Should the Client not be satisfied with the outcome of the complaint, and it concerns professional standards, the issue may be referred by the Client to: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF.