

Rainbow Equine Hospital Limited

Terms & Conditions

Our commitment to you:

We aim to provide you with a first class service.

We aim to provide your horse or pony with the highest standard of treatment and care.

Fees.

All fees, consumables and drug charges 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 consultation, procedure or transaction. Estimates can also be provided on request – see below.

Methods of payment

Accounts are due for settlement in full within 30 days of invoicing or upon collection of drugs.

Your account may be settled using:

- **Cash**
- **Cheque with current banker's card**
- **Credit/Debit card – Switch, Solo, Delta, Mastercard or Visa**
- **BACS (Bank Automated Credit Service)**

Estimates of treatment costs

We will, upon request, be pleased to provide an estimate as to the probable costs of any treatment, but please bear in mind that any estimate given can only be approximate – often a horse's illness will not follow a conventional course

EMERGENCY SERVICE

Rainbow Equine Hospital provides a 24 hour veterinary service. Horses, ponies and donkeys will only be seen out of hours after prior arrangement with the duty veterinary surgeon by phone. The duty veterinary surgeon can be contacted by ringing 01653 695743.

Settlement terms

Payment will be requested at the time of treatment from all new clients. This arrangement will be reviewed after a period of three months. Accounts are processed and invoices issued every month and payment is requested within 30 days of the invoice date. In the event of non-payment within one month, one further reminder with a non-deductible administration charge will be sent. Cumulative interest is then charged at 5% of the outstanding balance every month after this until the account is clear. Overdue accounts, after due notice to you, will be referred to our Debt Collection Agency or the County Courts if satisfactory repayment arrangements have not been made with ourselves. This will incur you further costs whilst collecting the debt and 8.5% interest.

Any cheque which you issue which is returned unpaid, any credit card payment not honoured, and any cash tendered that is found to be counterfeit will result in your account being restored to the original sum together with any fees incurred in the process.

Persistent late payment will result in the need for all fees to be paid for at the time of treatment or withdrawal of our veterinary services **we will also pass on payment history/credit history to other veterinary practices, regardless of the data protection act; these are our terms and conditions.**

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account please discuss this matter as soon as possible with a member of staff. Instalments or part payments of any accounts may **ONLY** be sanctioned with express permission of the Practice Manager

Equine health insurance

Rainbow Equine Hospital supports the principle of insuring your horse or pony against unexpected illness or accidents. Please be aware that it is your responsibility to settle your account with ourselves and then reclaim the fees from your Insurance Company. Please contact us for further advice regarding Insurance Claims.

TERMINATION OF SERVICE

You may ask us to stop caring for your horse, pony or donkey at any time. We may stop looking after your animals if you do not accept our advice; or fail to settle your account on time; or if we are prohibited by law from doing any further work on your matter; or if the relationship between you and us sadly breaks down; or if we no longer have the expertise. We will then invoice you for any work already done. We reserve the right to hold your horse's records until all invoices and expenses on your matter have been paid.

NON-VARIATION

No addition or variance of these T&C will bind Rainbow Equine Hospital unless specifically agreed in writing and signed by a Director. No agent or person employed by or under contract with Rainbow Equine Hospital has the authority to alter or vary these T&C in any way.

DATA PROTECTION

In holding and using data about you, we will comply with the provisions of the Data Protection Act 1998. In instructing us to look after your horse, you authorise us to use that data in the course of the work that we do for you, and also to send you from time to time in the future, free of charge, details of the services that we provide. We will, where specifically required, pass on to Insurers details of clinical histories, case records and diagnostic images relating to your horse.

Feedback

We are always pleased to receive feedback on the service we provide.

Trainers/Owners accounts

As a trainer you will be responsible for paying any work which you have requested. We do invoice owners directly to help out trainers but if the circumstance arises that the owners are not keeping up to date with their payments then we will come back to the trainers for payment. The trainer is our registered client and they in turn should have an agreement in place with their respective owners regarding payments.

Ownership of records

Case records, x-rays and similar documents are the property of, and will be retained by Rainbow Equine Hospital. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray or ultrasound scan remains the property of the practice. Upon request, copies of records with a summary of the history of your horse will be passed to another Veterinary Surgeon taking over your horses care and treatment.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the practice unless specifically agreed in writing by the Rainbow Equine Hospital Partners. Additionally no agent or person employed by or under contract with the Practice has the authority to later or vary these terms and conditions in anyway.

LIMITATION OF LIABILITY

This condition applies to any claim:-by you; against us (including any successor business), any past, present or future directors of this firm, and/or any past present or future employees of this firm. **Such claim shall be limited in amount to £5,000.00 for each and every claim, including claimants' costs.** All claims, whether made by one or more of the parties referred to above or by a third party, arising from the same act or omissions, shall be regarded as one claim. For the avoidance of doubt, this limitation of liability shall apply to any claim for negligence, breach of contract, breach of fiduciary duty, breach of trust, and any liability whatsoever.

EQUAL OPPORTUNITIES

We are an equal opportunities employer and we are committed to providing the same high quality service to all our clients, regardless of age, disability, race, religion or belief, sex or sexual orientation.

PASSPORTS

All horses, ponies and donkeys must have passports, which should be available for the vet to check and we strongly recommend that passports should be signed by the owner to confirm that the animal is not going for human consumption. If you do not have a passport, we can help you obtain one. Where a passport is not available the detailed record of medicinal products must be retained. This information is available on your account documentation.

PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V, (POM-Vs) from Rainbow Equine Hospital OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. We can only prescribe POM-Vs only for animals under your care. A prescription may not be appropriate for an in-patient or where immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be dispensed for your animal. The general policy of this practice is to re-assess any animal requiring repeat prescriptions every 6 months, but this may vary with individual circumstances. Further information on the prices of medicines is available on request.

Feedback

Rainbow Equine Hospital is committed to using comments (either positive or negative) from clients to continuously monitor and improve the services it provides. We appreciate feedback and hope that clients will speak up when standards of care and service either exceed or fall below their expectations.

The partners review all comments received from clients and the information is then forwarded to the appropriate staff. In this way, we can strive to continuously improve the quality of the service that we offer.

Complaints Procedure

How to complain:

We take complaints very seriously. First, raise the matter with the member of staff involved - then, if you're not satisfied, speak to the vet in charge of your case. We hope that most problems can be sorted out easily and quickly, often at the time that they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know as quickly as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Complaints concerning our team and any procedures as well as complaints concerning the treatment of your horse during a visit to your yard / home should be addressed Lorraine Colgan VPA (Practice Manager).

Complaints regarding an examination or treatment of your horse in the hospital should be addressed to Ieu Pritchard MRCVS (Director).

Complaints regarding fees or any other concerns should be addressed to the appropriate partner as soon as possible after receipt of the invoice.

Alternatively, you may ask for an appointment to discuss your concerns with one of the three veterinary surgeons that are the directors of Rainbow Equine Hospital Limited, namely Ieuan Pritchard, Moses Brennan or Jonathan Anderson.

What we shall do:

We shall endeavour to acknowledge your complaint within three working days, and aim to have reviewed your complaint within ten working days of the date that we received it. We will then be in a position to discuss it with you or arrange a meeting with the people involved.

When we look into your complaint we will aim to:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem with those concerned (if you would like to do this).

Make sure that you receive an apology, where this is appropriate.

Identify what we can do to make sure the problem doesn't happen again.

Remember, our aim is to do our best for you and all the horses in our care. We rely on feedback to guide us in how to provide the best possible service. If you are unhappy, please let us know. We cannot remedy a problem, if we do not know about it, so always tell us please.

Referrals and second Opinions

We strive to maintain the highest levels of care and communication for all our patients and clients, however we realise that in some circumstances clients may wish to be referred to another veterinary surgeon or practice. In these circumstances we are happy to forward all the relevant clinical history and information to the veterinary surgeon concerned.

The Directors, Rainbow Equine Hospital, 2017