

Abbey Equine Clinic Ltd is a limited company wholly owned by Emma and Ben Hynes. This sets out the terms of business upon which Abbey Equine Clinic, will provide equine veterinary services.

Our commitment to you

We aim to provide you with an excellent service. We aim to provide your horse/pony/donkey with the highest standard of veterinary diagnostics, treatment and care.

Fees

All professional fees, consumables and charges for drugs and services are subject to VAT at the current rate. By requesting services, you agree to pay to Abbey Equine Clinic Ltd all costs and expenses that may be incurred whilst your animal is under our care. You understand that if complications occur, the costs, which you will be liable for, may well be in excess of those first anticipated.

Where possible we will attempt to provide an accurate estimate for any work undertaken, but you must be aware that this is estimate may be subject to change, either due to unexpected complications, or additional work or medication required to manage your horse's condition.

We will endeavour to discuss these changes in cost with you in a timely manner, however if we have acted in your horse's best interest you will be expected to pay for any treatment given.

Invoicing and payment terms

An itemised invoice will be produced at the conclusion of investigation and/or treatment. **All individual clients will be expected to pay at the time of services, unless a valid insurance policy is in place.** Business accounts are only available by prior arrangement with an Abbey Equine Ltd company director. All accounts must be settled within 14 days of invoice date.

Clients referred to the clinic will be invoiced at the conclusion of investigation/ treatment, and payment in full will be expected prior to discharge from the hospital).

Where significant fees (greater than £1000) are likely to be encountered, a deposit (normally by credit or debit card payment) may be requested prior to the start of treatment or diagnostic work up.

Unless we agree otherwise, our invoices are payable within 14 days.

Abbey Equine reserves the right to charge interest on unpaid invoices at a rate of 2% per month. Should debt collection fees be incurred these will be added to the outstanding invoice amount.



Methods of payment

Abbey Equine Clinic accepts all major credit and debit cards, cash, cheque or BACS payment.

Inability to pay

Abbey Equine Clinic does not offer payment plans.

Equine Insurance

Abbey Equine Clinic strongly supports the principle of insuring horses for veterinary fees. You are advised to inform your insurance company prior to the commencement of veterinary treatment. Providing we have evidence of a relevant insurance policy Abbey Equine Clinic will direct claim any invoices from the insurance company. You are required to facilitate this process by supplying all relevant forms and information in a timely manner (normally within 5 days of the treatment date).

If for any reason your insurance claim is rejected, you will remain liable for the costs of treatment. While Abbey Equine Clinic Ltd will assist you in your claim, it is not our responsibility to ensure you are paid, the contract remains between you and your insurance company.

Abbey Equine Clinic will charge for the completion of insurance forms and any additional reports. These costs are not usually covered by your insurance company and you will be liable for these charges.

Passports

It is a legal requirement that all horses, ponies and donkeys must have a valid passport. This must accompany the animal during transport, and we will ask to check this at the time of admission/examination. You must sign your passport (normally section IX in an old passport and section II in a new passport) to confirm whether the animal is/is not intended for human consumption. If your horse is intended for human consumption this will restrict the medications available to be used. Abbey Equine will assume that if a passport is either not present or not signed that the horse is not intended for human consumption and we will not be liable for any loss of value of animal if this is incorrect.

Ownership of records

All records, images and tissue samples acquired during the course of clinical investigation and/or treatment shall remain the property of Abbey Equine Clinic Ltd, although we will comply with all reasonable/statutory requests for access.

Consent for use of images/information

Anonymised clinical information may be used for presentation or advertising purposes, for example x-ray images. The identity of the client or horse will never be revealed unless specific consent has been obtained (this may be verbal).



Confidentiality and Data Protection

Abbey Equine Clinic recognise that client confidentiality is of the utmost importance. Except when required by law, we will not pass any of your personal identifiable details to third parties without your permission. Only people named on the account will be able to access account information or authorise work to be booked onto that account.

Complaints

In the rare event that you are not happy with our services, please in the first instance make contact with either the office manager or clinical director. If you then wish to make a formal complaint, please do so in writing.

Vaccination reminders

Abbey Equine Clinic currently offers a vaccination reminder service. This is a complementary service that may be removed at any time. While this service is useful to many clients it should not be relied upon and it is not the responsibility of the practice to ensure your horse's vaccinations remain current.

