

Terms of Business

Thanks for entrusting the care of your pet to Bright Side Vets. This document explains the terms of doing business with us (the legal bits) and answers some questions you may have about how we do things. Of course, if you want more information or if something you are not sure about please call or ask one of the Bright Side Crew who will be very happy to help.

Please note that telephone calls may be recorded for training and monitoring purposes.

Fees

VAT is charged at the prevailing rate on all fees, drugs and retail products or services.

Charges are determined according to the drugs, materials, consumables and retail products used together with the time taken to deliver our services. A detailed invoice is available electronically or printed. We take our environmental responsibilities seriously so we do not print invoices automatically but offer these at the time of payment.

Methods of Payment

Payment is required in full at the time of each consultation or on discharge of your pet. Payment can be made with cash or credit/ debit card. We do not accept American Express or cheque. Payment by BACS is available only by prior arrangement and is at the discretion of the practice manager.

Settlement Terms

Drugs, diet or retail products will not be dispensed/ issued without full payment.

If accounts remain unpaid after treatment we will make contact with you to advise of the balance due and a reminder will be sent to you. If the balance of your account has not been cleared within 10 working days of our reminder letter we may pass your details to a debt collection agency or Credit Reference Agency and any additional charges incurred in the collection of the debt such as court fees, correspondence, administration, court attendance, telephone calls and home visits will be added to your account.

All outstanding balances will be subject to interest charges being applied to the account 1 month after treatment and every subsequent month thereafter until the balance is cleared, as advised on our invoices.

Any credit card payment not honored and any cash tendered that is found to be counterfeit will result in the account being restored to the principal sum, with an additional £10 plus VAT administration charge, any associated bank charges and interest on the principal sum being levied.

Estimates

We will always be happy to provide an approximate price for your pet's treatment.

Please remember that we cannot always say, in advance, exactly what costs may be incurred. We will always attempt to contact you to discuss additional costs should unforeseen complications arise. If we are unable to contact you, the attending veterinary surgeon will perform any additional procedures which, in his or her opinion, are necessary and desirable.

All non-routine procedures require a prepayment of up to 50% of the estimated costs.

Inability to Pay

We do not operate a payment scheme or method that allows you to pay for treatment already taken. Prepayment of accounts is, however, an option we would happily discuss.

If you anticipate difficulties settling your account please discuss the matter with the Practice Manager BEFORE your pet is admitted for procedure.

Insurance

We strongly support the principal of insuring your pet against unexpected illnesses or accidents. Please ask the Bright Side Crew for details of insurance, although please note we are not permitted to recommend the best policy for your circumstances we can just explain the options for you to consider.

Please note it is your responsibility to settle your account and reclaim the monies back from your insurance company.

We reserve the right to charge an administration for processing insurance claims.

Direct claims

We will consider all requests to complete a direct claim with your insurance company.

Confirmation of the direct claim being accepted will be advised by either the Head Receptionist, Practice Manager or Head Vet.

Upon acceptance of a direct claim, your insurance excess and insurance admin fee will be due. We require payment of these upon discharge of your pet and an insurance claim form should be handed to a member of staff.

Once payment is received from your insurance company we will advise you of any shortfall or overpayment.

Treatment not covered by your insurance policy will be advised to you and this payment should be made within 7 days of notification.

All Direct claims are subject to interest charges being applied to the account 1 month after treatment and monthly thereafter if there is still an outstanding balance to be paid.

Written Prescriptions

In line with RCVS guidelines regarding the dispensing of veterinary medications, the maximum period we will issue a prescription for is three months. It is our policy for all pets to be seen by a veterinary surgeon every six months.

The check-ups will allow a vet to review your pet's condition, discuss any new medications which may be more appropriate for your pet and to check for any problems relating to long-term treatment. It also provides an opportunity for you to discuss any other concerns you may have regarding your pet's health.

You may choose to purchase your medications elsewhere. If so we will provide a prescription. A fee will be charged for this service.

You may obtain Prescription Only Medicines, Category V, (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from a pharmacy.

Please note, our veterinary surgeons may prescribe POM-Vs only for animals under their care.

A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

Information on the prices of medicines is available on request.

Out of Hours

Bright Side Vets does not operate its own out of hours emergency service. We have an agreement with Vets at Night based at Pride Veterinary Centre, Derby. Bright Side Vets is not responsible for the charges levied by Vets at Night or the service delivered by them. We pay no charge for the provision of this service and receive no commission for the referral of our clients to them.

Refer to our [website](#) for more information on how the Vets at Night Service operates. Please note you will be responsible for any charges levied by Vets at Night and you will be bound by their terms and conditions of service not these.

Ownership of Records

Case records are the property of and will be retained by Bright Side Vets. We are always happy to discuss the records with you and will send copies of the records to another veterinary surgeon should you move away or if a second opinion is required.

It may be necessary to perform an X-ray, ultrasound scan or ECG on your pet. Even though we make charges to cover the cost of performing the procedures and the interpretation of the results, ownership of the X-ray, scan or ECG itself is the property of and will be retained by Bright Side Vets.

Referrals and Second Opinions

Bright Side Vets is a first opinion small animal veterinary surgery. We

endeavour to undertake the majority of treatment required for the care of our patients but in some circumstances we will recommend referring the case to a specialist centre. Typical reasons for referral include the need to use specialist equipment (MRI or CT), specialist care (e.g. ophthalmology) or for ethical reasons (i.e. we feel it would be more appropriate for a specialist to continue the care of your pet).

If a referral is recommended we will discuss your options and contact the referral centre appropriate for your case. Once the centre has accepted the case we will notify you and ask you to contact them to arrange an appointment. We will send the appropriate history and notes.

The referral centre we use normally will not discuss other issues or matters not relevant to the case they are being used for. They will report their findings back to us and provide instruction for their on-going care.

You are within your rights to seek a second opinion from a different veterinary surgeon. You are welcome to request a second vet within Bright Side Vets that can review the case or we can recommend alternative local veterinary surgeons that may be able to help. We will liaise with the appointed surgeon to provide the appropriate history.

Data Protection

Bright Side Vets will keep your personal information which will be used for the benefit of your pet, and to keep you up to date with our news. If you do not wish to be contacted by us, please contact our reception who will note on your record that you do not wish to receive any contact from us.

Please note that should you prefer to have no contact, you will not receive vaccine or other critical reminders.

Your details will not be passed to any third party except for debt collection purposes when applicable.

Patient photographs

We may on occasion use photographs of your pet for educational or promotional purposes. Please advise us if you do not allow us to use your pet's photograph. Your or your pet's name will not appear with the image, unless you have expressly agreed to this.

Feedback

At Bright Side Vets our promise to our clients is to provide the best possible clinical care to our patients whilst delivering excellence in customer care. Where we do not fulfil this promise we would like to hear from you so we can try to put things right and where necessary learn about how we can improve our service.

In the first instance, please talk to our reception team or the vet you have been dealing with at the time. If you feel comfortable please explain what you are not happy with so that we can endeavour to sort any problem out immediately.

Of course, there maybe situations where you do not wish to speak to the crew

member on duty at the time or you may feel the issue has not been resolved to your satisfaction. If this is the case please inform us in writing of the incident with us much detail as possible. Your comments can be forwarded to manager@brightsidevets.com or the following postal address: - Bright Side Vets, Waterloo House, 49 West Street, Swadlincote, Derbyshire, DE11 9DN.

Our full policy on feedback and the process we follow can be found on our [website](#) or is available on request.

About our company

Bright Side Vets is the trading name of Bright Side Partnership Limited (BSP). The directors of BSP are Kelly Freezer MRCVS and Jason Freezer.

Variation in terms of trading

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

Applicable Law

These terms are governed by, and constructed in accordance with, English Law. The Courts of England will have exclusive jurisdiction in relation to any claim, dispute or difference concerning these terms and any matter arising from it. Each party irrevocably waives any right it may have to object to any action being brought in these courts, to claim that the action has been brought in an inappropriate forum, or to claim that those courts do not have any jurisdiction.

If any provision in these standard terms of business, or its application, is found to be invalid, illegal or otherwise unenforceable in any respect, the validity legality or enforceability of any other provision shall not in any way be affected or impaired.