

MBM Veterinary Group
Summary of Terms and Conditions of Business

Our Commitment to you

Thank you for choosing MBM Veterinary Group. We aim to provide you with a first-class service and to provide your animal with the highest standard of treatment and care. The following is a summary of our terms and conditions. For any further clarification, please contact any of our branches.

Fees

All fees, diets 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, consumables and diets used.

Details of our fees and a detailed invoice for every transaction are available on request.

Please be aware you are liable for any fees incurred in the diagnosis and treatment of your animal, even if your animal is presented for treatment on your behalf by a relative, friend or agent.

Estimates can also be provided on request – please see below.

Methods of payment

We accept payment by:

- Cash
- Credit/Debit card – Maestro, Delta, Mastercard or Visa
- Cheques with current bank card
- Direct bank transfer - we can provide you with banking details for you to make electronic payment through Internet Banking

Estimate of treatment costs

We will be pleased to provide a written estimate as to the probable costs of treatment but please bear in mind that any estimate given can only be approximate, as sometimes an animal's treatment will not follow a conventional course.

We will endeavour to inform you of significant changes from those first estimated throughout the progress of each case investigation/treatment. Please be aware that where unexpected problems and complications occur, costs are likely to increase.

Settlement Terms

Small Animal Invoices – Payment is due in full at the end of the consultation, the discharge of your pet or upon collection of drugs or diets. If for any reason a balance has not been paid, you will receive an invoice.

Farm Accounts - Payment of invoices is due in full as advised on the invoice.

Equine Accounts - Payment of invoices is due in full as advised on the invoice.

After due notice to you the client, overdue accounts will be referred to a Debt Collection Agency and further charges may be levied in respect of costs incurred in collecting the debt

If you are unable to pay your account as specified, we ask you to discuss the matter as soon as possible with one of our veterinary surgeons, registered veterinary nurses or practice manager

Any cheque issued which is returned unpaid, any credit card payment not honoured, or any cash tendered that is found to be counterfeit, will result in your account being restored to the original sum, together with any bank charges or administrative costs incurred in the process.

Insurance

We would highly recommend that, if possible, you insure your animals. However, even if a course of treatment is the subject of an insurance claim, we would remind you that the responsibility for the debt is yours until the claim is paid.

We are more than happy to claim directly from insurance companies. However, we do ask that you keep us up to date with your insurance details (insurance provider and policy number) and ask that payment be made by the insurer directly to us. For simplicity, we will ask you to pay your policy excess in full when the claim form is submitted.

The policy excess is a payment which must be made by you, regardless of whether you are making an indirect claim or direct claim.

Please feel free to get in touch if you require any further information.

Feedback and Complaints

The team at MBM Veterinary Group are committed to providing a high quality veterinary service to all of our clients and we appreciate feedback. This helps us to review our service and respond to the current demands or requirements of our patients and clients.

If you have any cause for concern, please advise us as soon as possible either by telephoning, in person, or in writing.

Data Protection

The Practice is registered under the Data Protection Act 1998. The Practice will use the data provided by the Client only for the purpose of record keeping, updating and enhancing, reports and publications. The Practice will strictly maintain the Client's confidentiality at all times and not allow any unwarranted breach of confidentiality nor will it contravene its obligations under the Data Protection Act 1998. The Client has a right of access to the personal data that is held.

Ownership of Records

Case records and similar documents are the property of, and will be retained by, MBM Veterinary Group. Upon request, copies of records with a summary of the history of your animal will be passed to another Veterinary Practice taking over your animal's care.

Variations to Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by MBM Veterinary Group. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.

A copy of our full terms and conditions is available upon request.