

Holisticvet Ltd: Terms and Conditions of Business | Last updated 1st August 2022

Thank you for entrusting us with the holistic care of your pet. Our medical foundations are excellent medicine and top-quality preventative management to champion the long-term health and welfare of your animal.

Phone-In Times

All telephone follow-up consultations for existing clients are by appointment only. Telephone consultations are chargeable. The office telephone (01225 487778) is covered by a reception service **seven days a week**. If your Monday-Friday follow-up call is urgent, we will call you back as soon as possible. If non-urgent, please ring to arrange a telephone appointment with Dr Thompson. He will ring you. **Please note: Mondays can be busy.**

For emergencies, please contact your primary veterinary surgeon. Dr Thompson's personal mobile number, for existing clients, with urgent calls, is 07881 811 590. Elly, my wife (office@holisticvet.co.uk), is available for administration, payment and orders.

Consultation Fees

All consultations (initial, follow-up, face-to-face or by telephone) are chargeable by time and by appointment only:

Specialist or First Consultation	£320 + VAT – from 45 to 90 minutes (includes 30 min prep time to read vet notes, lab work and patient/owner registration form).
Regular & Follow-Up Consultation	£160 + VAT – from 30-45 minutes
30-min Consultation	£110+VAT – from 20-30 minutes
Short and Follow-Up Consultation	£80 + VAT – from 5-20 minutes
Email Consultations	£20 + VAT – usually about 5 minutes read/reply time, or multiples for longer mails

Telephone Follow-Up Consultations

By appointment only. Dr Thompson will ring you once the follow-up appointment is made. Telephone follow-ups are designed to facilitate communication while reducing unnecessary travel to the practice. They are chargeable.

Email Consultations

Please enquire if this is required. A telephone conversation is best initially if you are unable to attend the surgery due to distance.

Clinical Notes

We will need an up-to-date copy of your pet's clinical notes from your primary vet or specialist. These notes will need to be sent **directly from the vet/specialist** and not forwarded via anybody else's email address.

Visits to the Patient

Visits (travel time) are booked on time (not mileage) taken to get to, but not back from, the patient. This is charged at £152 + VAT per hour on the road.

Ordering Remedies/Herbs

Please give as much notice as possible to allow us to custom-make remedies/herbal preparations and allow time for postage. If you can keep an eye on your stocks and let us know when you have just two weeks left, we can ensure continued supply.

To reorder your remedies, herbs or medications please email Elly at office@holisticvet.co.uk.

Postage

To reduce costs, we will send out all parcels by Royal Mail Second Class (48hr). We can send by First Class (at a little extra cost), if you require 24 hour delivery. We can courier medicines to anywhere in the world, easily. Please let us know if this is something you require.

Pet Insurance Cover

We are happy to treat insured (and uninsured) animals and assist with submitting any claim. We kindly ask that you **pay your invoice at the time of consultation** before initiating a claim directly from your insurer. Most insurers enable you to do this online, which helps speed up the process, reduces unnecessary paperwork and results in a faster payout. Once you've initiated your claim, your insurer will generally contact us for any supporting information. We will process this promptly.

****PLEASE NOTE**:** If you wish us to initiate your claim on your behalf or if your claim is unusually complex, an administrative fee of £20 + VAT will cover this service.

Our fees and medicines are generally covered by insurance companies. To ensure a smooth process, we always advise checking with your insurer before your first consultation. 'Pre-authorisation' of fees by your insurer is recommended if appropriate. We have found that 'referred' cases usually go through insurance claims more smoothly. If you would like to be referred, please ask your vet.

Settlement Terms

We are a small business. Please help us to maintain our cash flow. We usually respond to client requests rapidly. We would appreciate you paying on a similar timescale. **Please make payments by bank transfer** at the time of consultation or by return of an invoice emailed/posted. We may charge for time taken to chase delayed payments (£11.75 + VAT every two weeks after the invoice date).

If, after reasonable attempts, your account remains outstanding, we have, in the past, occasionally been forced to use a local debt collection agency, who will add 20% and court costs to your bill in recovering the debt. Please forgive these draconian steps. They are mentioned here for clarity and to facilitate a good business relationship so we can concentrate on treating animals, not unnecessary administrative drudgery. Please help us.

Estimates of Treatment Costs

We will happily provide an estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – an animal's illness may not follow a predictable course.

Missed Appointments

There is a 24-hour cancellation fee. Please call in good time if you are unable to attend an appointment.

Complaints and Standards

Holisticvet is committed to providing an exceptional standard of service and care. We realise, however, that there may be misunderstandings and there may be occasions when you feel your expectations were not met. We hope that you will give us the chance to put things right. Most problems can be sorted out easily and quickly, often at the time they arise.

General

We are committed to optimal health, good communication and common sense medicine. We take time to talk to clients and get to know our patients. We seek to offer the very best of integrated, holistic medicine, working hand in hand with your veterinary surgeon for the long-term benefit of your animal, our patient.

Please contact us if you have any questions. Thank you.