

Terms Of Business

Thank you for entrusting the care and attention of your horse or pony to Fuller Equine Ltd

1. Introduction

1.1 These conditions set out the terms of business upon which we, Fuller Equine Ltd, will provide treatment for your animal.

1.2 By registering with Fuller Equine Ltd and/or asking us to provide treatment, you will be deemed to have accepted these terms.

1.3 These terms and conditions apply to the person registering with us, irrespective of whether you are the owner of the horse or not.

1.4 We reserve the right to terminate an account at any time without obligation.

2. Payment of Invoices

2.1 All invoices must be settled upon receipt of the invoice unless previous arrangements have been made. We reserve the right to apply an admin fee of £20 for payments made after 30 days and apply interest on outstanding accounts under section 69 of the County Courts Act 1984. This is currently fixed at 8% chargeable from day 30.

2.2 If payment is not made within these terms, we reserve the right to suspend any non-emergency work on your behalf and, after written notification, cease emergency work.

2.3 Should it become necessary to recover the debt through a debt collection agency, we will use the services of - Waters & Gate Debt Collectors - all collection costs, solicitor, and court fees will be added to the outstanding balance and will be recovered in full.

2.5 As members of 'The Veterinary Register', we reserve the right to post client debt information with them, which will automatically be issued to all other Veterinary members.

2.6 We accept payment by cash, transfer, debit cards and all major credit cards. Please note we do not accept payments via American Express. Payments may be made directly to our bank, Santander. Please contact us for details of this method of payment.

3. Slow Payments

3.1 When payments are persistently delayed beyond our normal terms of trading, we reserve the right to request immediate payment for any work done or goods supplied. We also reserve the right to remove the early settlement discount for any future work.

4. Insurance Cases

4.1 As a registered client, it is your responsibility to settle our account promptly and in full in the event of an insurance claim.

4.2 However, we are happy to assist with processing your claim. In the event that we wait for payment directly from the insurance company, a £20 admin fee will be charged per claim.

4.3 It is the client's responsibility to ensure that you meet all the terms of your contract with the insurer.

4.4 You should ensure that your policy payments are up to date and that you make us aware of any pre-existing conditions or exclusions on your policy.

4.5 Before authorising any investigation or treatment of your horse, please ensure that you have spoken to your insurance company and that you are not claiming for an illness or condition within the cooling-off period (usually 14 days). You must be fully aware of what is covered by your policy.

4.6 If your insurer declines the claim, the debt becomes immediately payable by you.

4.7 You must immediately settle any accounts not settled by your insurer within 60 days of the submission date.

5. Fees And Charges

5.1 Visits - a flat standard charge is applied for the majority of calls within our catchment area. We will reduce the charge if the visit is shared between two or more people.

5.2 Out-of-hours fee - if a horse is visited during a weekend, during a bank holiday, or outside of normal opening hours, an Out-of-hours visit fee charge is applied, which is at a higher rate than the standard visit charge.

5.3 Examination and Procedure Fees - various examination fees are applied; these fees are fixed. The type of examination fee applied depends on the type of examination carried out (e.g. colic, lameness, etc.). The fee amounts are based on the usual time taken to carry out a particular type of examination. Procedure fees are also fixed fees and again are based on the amount of time taken to perform the procedure (e.g. teeth rasp, nerve block, etc.) We reserve the right to apply additional professional charges for any procedure or

examination that takes considerably longer than a standard examination, charge per minute.

5.4 Drugs and Dressings - the charges applied for drugs, dressings and other supplies are based on our supplier's charge to us. Accordingly, these charges may vary without notice.

5.5 Laboratory Fees - we charge for any laboratory work at a price charged to us by the relevant laboratory, plus VAT at the current rate. A procedural fee is applied for taking any samples, which covers the cost of materials used, postage and interpretation. The charge for the laboratory services will be applied upon our receipt of the invoice from the relevant laboratory.

5.6 Cancellation Charges—We reserve the right to charge a full call-out fee if you do not attend your appointment or if you cancel with less than one hour's notice.

6. Veterinary Prescription

6.1 A written prescription can now be supplied if you wish to purchase any drugs prescribed by a third party. We reserve the right to charge for each prescription written. The prescription is valid for six months from the date stated.

6.2 A prescription review is required every 6 months for the supply of drugs for long-term use. A veterinary surgeon must carry out a clinical examination of the animal in question prior to the prescription being issued or drugs supplied. We reserve the right to request a clinical examination of an animal more frequently if we feel this is necessary.

6.3 We kindly ask for 24-hour notice for written and repeat prescriptions.

7. Out Of Hours

7.1 Outside of our normal trading hours, we offer a full emergency service 365 days a year. This emergency service can be accessed by dialling the practice number and selecting 1 for the on-duty vet. If you require an emergency visit, this will incur a surcharge on top of the usual visit charges. We occasionally share out-of-hours with Clarendon Equine and S.E. Fulton Equine. If they attend, you will be invoiced by Fuller Equine Ltd. Local business terms apply in full to all our out-of-hours calls.

7.2 We reserve the right to ask for part or full payment prior to an out-of-hours call being made.

8. Routine Visits

8.1 Fuller Equine Ltd is committed to providing the very best standard of service to all our clients and their horses. The nature of veterinary work dictates that there may be delays to routine appointments if an emergency situation arises. We, therefore, reserve the right to re-arrange or postpone routine appointments at short notice.