

O'SHEA & BRAMLEY

VETERINARY HOSPITAL

Large Animal Care: terms & Conditions

*The Veterinary Centre
Distillery Road
Wexford*

STANDARD TERMS OF BUSINESS FOR VETERINARY PRACTICE

Thank you for entrusting the care and attention of your pet/ animals to O'Shea and Bramley practice. This letter details, are O'Shea and Bramley practice terms and conditions. Some aspects of the terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

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. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us on request. All call out fees and TB testing are set at a standard charge. Certain large animal work/operations are priced on the day.

Methods of payment:

Accounts are due for settlement at the end of every consultation, the discharge of your pet or upon collection of drugs/diets. If you have an account with O'Shea and Bramley, the terms for settlement of your account, will be arranged with you, upon opening an account. You may only open an account with O'Shea and Bramley if you have approval from one of the partners. You may settle your account using:

- >Cash
- >Cheque
- >Credit card/Laser/Visa/MasterCard

Estimates of treatment costs:

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

Settlement Terms:

Should an account not be settled with us straight away then a reminder will be sent to you with an additional accounting fee in respect of administrative costs incurred. These however will be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, correspondence, court fees, attendance in court, phone calls, home visits etc. Any cheque returned by our Bank as unpaid, any Credit card payment not honored and any cash tendered that is found to be counterfeit will result in the original

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Account being restored to the original sum with further charges added in respect of bank charges and Administrative costs together with interest on the principal sum.

Inability to pay:

If for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that installments or part payments of any account may ONLY be sanctioned with the express permission of Brian M O'Shea or Richard A Bramley.

Pet Health Insurance:

The Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance company.

Complaints & Standards:

We hope that you never have recourse to complain about the standards of service received from O'Shea and Bramley. However, if you feel that there is something you wish to complain about, please contact your comments in the instance to Brian O'Shea.

Ownership of records:

Case records including radiographs and similar documents are the property of, and will be retained by Gubbins & O'Shea and Bramley. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

Ownership of Radiographs and Similar Records:

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph remains with the practice.

Your Animals Welfare is our Main Concern