

H.M.J. & C.M. Howells, Veterinary Surgeons

York Road, Easingwold, York, YO61 3EB.

Telephone: 01347 823678 Facsimile: 01347 821777

Terms and Conditions of Business

Thank you for choosing H.M.J. & C.M. Howells, Veterinary Surgeons to provide veterinary care for your animals. Detailed below are our practice terms and conditions. Some aspects of these terms may not be relevant to you; do not hesitate to ask if you need further clarification.

Fees
All charges are subject to VAT at the current rate. You will receive a detailed fee note for every consultation, procedure or transaction.

Methods of Payment
Accounts are due for payment upon the receipt of an invoice, which will be issued after every consultation or when you collect your animal, medicines, pet foods etc. Farm clients are usually invoiced monthly and payment is due within 30 days of the invoice date. Accounts may be settled with cash, cheque (with a current Banker card) or credit/debit card (Switch, Solo, Mastercard, Visa, Delta). We ask that small animal clients pay at the time of treatment. Deviation from this is only by prior agreement with a Partner.

Estimates of Treatment Costs
We are pleased to provide a written estimate of the likely costs of treatment. Please bear in mind that such estimates can only ever be approximate because unforeseen complications may occur. We will endeavour to keep you informed of ongoing costs for laboratory work and diagnostic procedures, and for animals which are hospitalised.

Settlement Terms
Clients who do not abide by our terms of business terms will be prompted by letter and an accounting fee will be added. Should it be necessary for further reminders to be sent, any associated costs will be added at our discretion. Overdue accounts will be referred to our Debt Collection Agency and all associated charges will be levied in respect of costs incurred in collecting the debt, including court fees, should referral to the county court become necessary.

Cheques returned 'unpaid', credit card payments not honoured and any cash tendered that is found to be counterfeit will result in the original sum being restored to the account with further charges added to cover bank charges, administrative costs etc.

Inability to pay
If, for any reason, you are unable to settle your account, please discuss the matter **as soon as possible** with the Practice Manager or a Partner. Please note that instalments or part payments of any account can **only be agreed by one of the Partners**.

Pet Health Insurance
We strongly support the principle of insuring 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, but we are happy to submit a claim on your behalf.

Returns
Please note we cannot credit returned fridge items under any circumstances. A charge will be made to cover the cost of disposal of any returns.

Complaints & Procedures
We hope that you never need to complain about our service. If you do feel that there is something you wish to draw our attention to, please contact the Practice Manager or one of the Partners.

Ownership of radiographs and similar records
The care given to your animal may involve making some specific investigations, for example radiographs, ultrasonography, blood tests. Please note that ownership of the resulting records remains with the practice. Copies, with a summary of the history, will be passed on to another veterinary surgeon taking over the case upon written request.

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

Client Signature: Date:

Client Name:
(Please print)

Signature: Date:
On behalf of HMJ & CM Howells, Veterinary Surgeons

H.M.J. & C.M. Howells, Veterinary Surgeons

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Supply of 'Prescription Only' Medicines for Farm Animals and Horses

This practice stocks medicines commonly required for the treatment of animals, to ensure that pets, farm animals and horses, under our care, can receive necessary treatment promptly.

All medicines are dispensed in accordance with current regulations. You may wish to obtain medicines from a pharmacy, for which you will need a written prescription from the veterinary surgeon responsible for your animal's care.

We are happy to provide a written prescription. The cost for small animals is **£10.00 + VAT**. Please ask if you require a prescription for farm medicines. Prescriptions and dispensed medicines will only be given for 'animals under our care'. This means that we must have recent and personal knowledge of the health status of any individual or group of animals prior to prescribing for them.

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

You will be informed, on request, of the price of any medicine that may be dispensed for your animal.

Our policy is to re-assess the situation with respect to individuals or groups of animals requiring repeat prescriptions every 3-6 months, but this may vary depending upon the circumstances. The standard charge is available on request and is currently £14.13 +VAT for small animals.

Our lay staff are not authorised to dispense medicines without prior approval from a veterinary surgeon.

The current prices for the ten POM-Vs most commonly prescribed or supplied during a typical three month period at 20/08/2010 were:

- Betamox LA £25.47
- Pen & Strep £15.94
- Rimadyl Cattle £43.65
- Synulox RTU £32.89
- Cyclo Aerosol Spray £6.97
- Alamyacin LA £21.23
- Circoflex 50ml £49.50
- M+ Pac 100ml £56.96
- Porcil Ery 50ml £9.46
- Marbocyl 10% £104.81

Further information on the prices of medicines are available on request.

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Supply of 'Prescription Only' Medicines for Small Animals

This practice stocks medicines commonly required for the treatment of animals, to ensure that pets under our care can receive necessary treatment promptly.

All medicines are dispensed in accordance with current regulations. You may wish to obtain medicines from a pharmacy, for which you will need a written prescription from the veterinary surgeon responsible for your animal's care.

We are happy to provide a written prescription. The cost for a small animal prescription is **£8.51 + VAT per item**. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

Written prescriptions and dispensed medicines will only be given for 'animals under our care'. This means that we must have recent and personal knowledge of the health status of any animal prior to prescribing. The time interval in between examinations may vary between 1 and 6 months, depending on the case, but will not be longer than 6 months. We make a charge to re-examine your pet for the purposes of a repeat prescription, and it is currently **£14.13 + VAT**.

Our lay staff are not authorised to dispense medicines without prior approval from a veterinary surgeon.

You will be informed, on request, of the price of any medicine that may be dispensed for your animal.

The current prices for the ten POM-Vs most commonly prescribed or supplied during a typical three month period at 10/12/2010 were:

- Noroclav 250mg x10 £12.43 +VAT
- Noroclav 50mg x10 £6.61 + VAT
- Milbemax Chewy (small dog) £1.41 + VAT
- Milbemax Chewy (large dog) £4.55 + VAT
- Milbemax (cat) £4.02 + VAT
- Loxicom (32mls) £14.88 + VAT
- Carprieve 50mg x 10 £8.50 + VAT
- Frusemide 20mg x10 £2.50 +VAT
- Loxicom (100mls) £34.18 + VAT
- Metacam (Cats) £8.30 + VAT

Further information on the prices of medicines are available on request.