



Terms of Business

The Provider: Thornton Wright Veterinary Services Limited, trades as Thornton Wright Equine, a limited company incorporated in England and Wales.

Company number: 14759295
Trading Address: Fairfield Stud, Willoughton, Lincs, DN21 5RX
Email: office@thorntonwrightequine.co.uk
Phone Number: 01652 240071
Website: www.thorntonwrightequine.co.uk
Director: Dr. Rowan J. H. Wright BVSc MRCVS

The Client(s): must be over 18 years of age, and the owner(s) or keeper(s) of 'the patient(s)' for which they are able to consent to the provision of veterinary services and/or treatment provided by 'the provider'.

The Patient(s): a horse, pony, donkey, or mule which is owned or the responsibility of 'the client(s)' under whom they are registered.

Services

1. The Provider agrees to offer veterinary services for horses, ponies, donkeys, and mules, at its clinic facility and/or through ambulatory services.
2. The Client agrees to provide accurate and complete information about the patient's medical history and to notify the Provider promptly of any equine health related issues.
3. The Client agrees to be responsible for all charges associated with the services provided, including but not limited to examinations, treatments, medications, and procedures.
4. These terms of business do not affect your statutory rights.

Fee Estimates

5. The Provider will provide a written estimate of predicted costs upon request. Whilst the Provider will endeavor to ensure that all estimates are representative, medical estimates are subject to variation due to the nature of the work. However, the Provider will endeavor to update the Client of any significant deviation from the original estimate.
6. The Client understands that should an unexpected problem or complication arise, and the Client is not contactable, the final costs may reflect additional costs incurred or additional services provided which were not originally reflected in the estimate.

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Payment Terms

7. The Provider will issue the Client with an itemised invoice for the services provided to each patient.
8. Payment is due on the initial day that services are rendered to a new client. Hereafter, and for existing clients with good credit history, accounts are to be settled, in full, strictly within 14 days from the date of invoice. Clients with a poor credit history will be required to make a payment upfront for the expected services required.
9. Payment methods include cash, cheque, all major credit and debit cards and online banking.
10. Invoice disputes should be raised by the Client within 14 days of the invoice date. Where any dispute is not proven and payment is late, then the Provider's overdue accounts procedure will become activated.

Inability to Pay or Non-payment

11. The Provider reserves the right to charge interest (8% above the prevailing Bank of England base rate) on all overdue accounts.
12. If for any reason the Client is unable to settle their account, the Provider urges prompt notification and discussion with the company director. Instalments or part payments may only be sanctioned with the express permission of the company director.
13. In the event of non-payment, the Provider may refer the Client to a debt recovery agency and any incurred fees will be added to the Client's account and will be paid by the Client. Legal proceedings will be made by the Provider if it becomes necessary to obtain payment and any associated costs will be added to the Client's account and become the financial responsibility of the Client. Upon referral to a debt recovery agency the Provider will issue the Client with a written notice to advise withdrawal of veterinary services.
14. Any services provided by the Provider, whilst an account has an overdue balance, will require upfront payment.

Appointments and Cancellation

15. Appointments should be arranged in advance. Due to the nature of the work, the Provider will aim to notify the Client at the earliest convenience should it become necessary to cancel or reschedule an appointment.
16. The Client should notify the Provider if they wish to cancel an appointment, and late charges will be incurred if the Provider has already incurred costs of trying to facilitate the appointment (ie. a visit fee will be charged if travel to the appointment was instigated).

Out of Hours Care and Emergencies

17. The normal office hours are 0830hrs to 1700hrs, Monday to Friday (excluding Bank Holidays). Provision of services beyond normal office times is out of hours. In the event of assistance out of hours, please call the office number and your call will be redirected to the on duty veterinary surgeon.
18. The Client agrees to pay additional fees for out of hours services, which will include an out of hours attendance fee, in addition to the normal hours (0830hrs - 1700hrs) visit and services costs. The out of hours costs are available on request.

Insurance Cover

19. The Provider strongly encourages the Client to insure their animals against unexpected accidents, illnesses, or injuries.
20. It is the responsibility of the Client to submit claims to the insurer and to be reimbursed by them. To defer this requirement, the insurance form must be completed and signed to direct payment to the Provider. The Provider charges an administration fee for the completion of all insurance claim forms.
21. The Client is required to pay the excess in full up front, and any costs not covered by the insurance company (ie. livery costs).
22. The Provider accepts no liability if the claim is rejected, in either part or full, and will request that any outstanding invoices are settled within 28 days of notification of rejection from the insurance company. The Provider's overdue accounts procedure will become activated after this period.

Referrals

23. The Provider may advise that a patient requires referral to a specialist veterinary surgeon, clinic, or hospital. As an independent veterinary practice, our veterinary surgeons will recommend a most appropriate veterinary surgeon, clinic, or hospital. However, it is ultimately the choice of the Client if/where the patient is referred.
24. The Provider will ensure prompt liaison with any referral, including the provision of all necessary clinical, diagnostic and treatment information.
25. The Provider will not hinder the Client if a second opinion is sought and will ensure efficient communication of all relevant clinical information concerning the case.

Ownership of Records

26. All clinical records and diagnostic results generated during the provision of services is the property of the Provider. The Client consents to information being used for purposes such as education, research and professional or public presentations. Information being used for such purposes will be anonymised, with identifying data extracted. A copy of these records can be provided to the Client upon request.

Prescriptions

27. Repeat prescriptions will be provided if the patient has been examined by the Provider within 6 months of the request and the medication has been prescribed by a veterinary surgeon.
28. The Provider charges a prescription fee, and this cost is available on request.
29. Prescriptions are authorised within 5 working days and sent directly to the Client's chosen pharmacy.

Liability

30. The Provider shall not be held liable for any injury, loss, or damages to the Client (owner), animal, keeper, handler, or property, whilst the animal is under the care of the Provider's employees or contractors, except in cases of gross negligence or willful misconduct.

Withdrawal of Veterinary Services

31. The Provider reserves the right to withdraw veterinary services where a fundamental professional relationship between a veterinary surgeon and client has fallen into disrepute.
32. The Provider will give written notice of 14 days should a notice to withdraw veterinary services be issued to a client.
33. The Client may request the transfer of veterinary services to a different veterinary practice of choice. The Provider will aim to transfer all relevant clinical history within 2 working days.

Complaints

34. Complaints are taken seriously and in the first instance, should be raised by telephone, email, or letter. The director will discuss the complaint with the staff involved establishing the facts before deciding on what action should be taken.
The Client will then receive a formal written response within 21 days of the date of the complaint.
35. Should the Client not be satisfied with the outcome of the complaint, and it concerns professional standards, the issue may be referred by the Client to: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF.