**The Home Vet Care Service**

**Our terms**

1. What these terms cover

1.1 These are the terms and conditions on which we supply our services to you for Veterinary services, nurse services and drop-ins.

1.2 Please read these terms carefully before you submit your booking to us. These terms tell you who we are, how we will provide our services to you, how you and we may change or end the contract, what to do if there is a cancellation, or a problem in the delivery of the services, and other important information.

1.3 Our terms and conditions can change without notice so please ensure you regularly check the link on the website for updates. After accepting our terms, your continued use of our services indicates you accept our updated terms and conditions.

2. Information about us and how to contact us

2.1 **Who we are**. The Home Vet Care Service, established and trading in England. Our trading address is Bailey Gardens, Brantham, Manningtree.

2.2 **How to contact us**. You can contact us by telephoning us on 07512 815085 or by writing to us at info@thehomevetcareservice.co.uk.

2.3 **How we may contact you**. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

3. Our contract with you

3.1 **How we will accept your booking**. Our acceptance of your booking will take place when we write to you, in the first instance by text or email, to accept your booking after you have completed the registration form. At which point a contract will come into existence between you and us, on these terms and on the specific provisions we agree with you in your booking in relation to the services we will provide.

3.2 **If we cannot accept your booking**. If we are unable to accept your booking, we will inform you of this in writing or by telephone and will not charge you for the services. This might be because (i) the services are unavailable and/or we are unable to provide the services, or (ii) we are unable to meet any deadline you have specified.

3.3 **We only provide services within the UK**. Our website is solely for the promotion of our services in the UK. Unfortunately, we do not accept bookings from addresses outside this region.

4. Your rights to make changes / cancellation policy

4.1 **Your rights to make changes.** Any changes or cancellations need to be made in writing to info@thehomevetcareservice.co.uk or by telephone 07512 815 085. Any cancellations made less than 24 hours to the booked appointment, you will be charged in full for the consultation and call out fee. If you wish to make a change to the services more than 24 hours before your booked appointment, please contact us via email or telephone. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the services, the timing of supplying the services or anything else which would be necessary as a result of your requested change, and then ask you to confirm whether you wish to go ahead with the change.

4.2 **Our rights to make changes**. We may, from time to time change the services to reflect changes in relevant laws and/or regulatory requirements. In the event of an emergency outside of our control, we may have to cancel your booking and we will make every effort to book you in at the next available slot.

4.3 **Our rights to cancel.** We will make every effort to contact you in advance if we have to cancel your booked appointment and we will rebook your appointment at the next available slot.

4.4 **We are not responsible for delays outside our control.** If our supply of the services is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. If there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.

4.5 **If you are not at home**. When we attend your property to provide the service/s, and you or your pet are not at home at the booked time, you will be charged in full for the consultation and call out fee.

4.6 **What will happen if you do not give required information to us**. We will require permission to contact your veterinary practice for your pet's medical history, including any current medications and previous treatments. Failure to do so could result in us not being able to provide the service to you. If you do not give us permission within a reasonable time of us asking for it, we may have to cancel the appointment and you may still be charged. We will not be responsible for providing the services late or not supplying any part of the services if the delay is caused by you not giving us the information we need within a reasonable time of us asking for it.

5. Price and payment

5.1 **Price List.** Our price list can be found on our website: www.thehomevetcareservice.co.uk and also over the telephone for further details. Our Price list is subject to change without notice. Please note, costs stated before the appointment are estimates and all costs will be discussed during the consultation.

5.2 **When you must pay and how you pay**. Payment is due at the time of the service. We accept debit / credit card payment via card machine, electronic bank transfer or cash. We cannot accept cheques. We require you to pay 100% of the cost of the services (as set out in your booking) in advance or at the time of the service.

5.3 **Late payments.** If you do not make the payment to us in accordance with the booking, we may charge interest to you on the overdue amount. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount. We may also write to you to let you know that no further services will be supplied to you and in some circumstances, whereby the money hasn't been received, we will transfer the debt to our debt collection service.

6. Registration

6.1 **How to register**. To complete a booking with us, we will require you to complete a registration form which can be found on our website under 'more' and 'contact'. You must be over the age of 18 and you must have consented to the retrieval of your pet's previous clinical history.

6.2 **GDPR**. Please read the privacy policy to understand how we store and use your data – this can be found on the website.

7. Services

7.1 **Consultations.** All consultations are up to 20 minutes, anything outside of this time will incur extra charges - please see price list on the website for further details.

7.2 **Working conditions.** We will require a clear working space so we can assess your pet/s safely and properly.

8. Safety policy

8.1 **Safety of the staff.** We always need to know prior to the appointment if your pet is scared, anxious or aggressive and we can find the best way to navigate this. We reserve the right to cancel the service without completion if your pet is too stressed or puts staff in danger - this will incur charges in full.

8.2 **Polite notice**. We reserve the right to withdraw our services if we encounter antisocial behaviour or abuse from clients – this will incur charges in full and termination of further bookings.

9. Emergency care and out of hours care

9.1 **Emergency care.** We are a 24 hour service. However as we are a mobile service, we are unable to provide intensive care or care that requires your pet to be hospitalised, but can supply first aid and pain relief as per our professional supporting guidance.

9.2 **Evenings/Weekends/Bank Holidays.** Any bookings at a client's request / agreement of availability from THVCS staff after 6pm weekdays, weekends and Bank Holidays will incur an extra charge. Please see website for details.

10. Medication

10.1 **Dispensing medications**. As we are a mobile service, we will only carry a certain amount of medications with us at any one time, if the vet dispenses a medication that we don't have in stock on the day, we will order it for you and endeavour to deliver this to you the next day.

10.2 **Refunding medication.** By law we are unable to refund / restock any medication even if unopened. We can however collect medication no longer needed by your pet for safe disposal if bought from THVCS.

10.3 **Off License.** Where appropriate, we may use the cascade system whereby if there isn't a suitable animal medication for the condition being treated, we may use a human medication. Where applicable, you will be asked to sign an 'off license' consent form.

10.4 **Prescription only medication** (POM-V). As per the RCVS code of conduct, we can only dispense POM-V medications after a consultation with the vet. Recent legislation updates dictate that a pet has to be seen every six months for medications to be prescribed for an ongoing medical condition, however our policy is to re-examine the patient every three months. No oral antibiotics will be prescribed

or repeated without a consult from the vet, nor will they be available on written prescription to be purchased online.

11. Written prescriptions / Repeat prescriptions

11.1 **Written prescriptions.** If there is a non-urgent medication you wish to purchase from an alternative pharmacy / online pharmacy, we can supply you with a written prescription for a fee – please see the website for prices. As per the RCVS code of conduct, a written prescription will only be supplied after a consultation so the vet can determine which drug is appropriate, which dose / strength is required. Please note, the medication dispensed has to relate to the consultation; for example, if you saw the vet for an ear infection, medications can only be dispensed relating to this unless on a repeat prescription for another issue.

11.2 **Repeat prescriptions.** As per the RCVS code of conduct, we can only issue a repeat prescription if your pet has been seen for the condition relating to the medication within the last 6 months; our policy is to re-examine the patient every three months. Flea and worm checks prescriptions are every 12 months unless you require a different product or a different weight category, then a consultation will be required.

11.3 **Polite notice.** Please allow up to 48 hours for your prescription to be written. All payments are to be made before the prescription is sent to you via email in PDF form.

12. Pet Insurance

12.1 **Insurance.** We strongly believe where possible, all pets should be insured as illness and injuries can quickly add up. It is the owner's responsibility to pay for any treatment upfront and we can help with claim and insurance company. Please note, we are unable to find out what your claim limit is / excess / policy number so you will need to have this to hand before making a claim.

12.2 **Direct claims.** As we are a small business, we don't process direct claims so we ask that you pay upfront and then claim back on your insurance.

12.3 **Please note.** We hold no responsibility for any claims not reimbursed by your insurance company.

13. Reminders

13.1 **Your responsibilities.** Whilst we endeavour to notify you when your pet's annual booster is, sometimes our system don't allow this. The responsibility of keeping up to date with your pet's next health check / booster / flea and treatment solely lies with the owner.

13.2 **GDPR.** We will only use your data to email or text regarding reminders for your pet or any seasonal promotional offers. If you would like to opt out of reminders or promotional offers, you can do so by emailing us at info@thehomevetcareservice.co.uk. You can read our privacy policy by clicking the link on our website.

14. Feedback

14.1 **How to tell us about any problems**. We value all our clients and want the best service for your pets, however if you have any questions, feedback or complaints, please don't hesitate to contact us. You can telephone us on 07512 815085 or write to us at info@thehomevetcareservice.co.uk. We endeavour to settle any queries first hand.

15. Nurse Services

15.1 **Booking.** The service required will be agreed and booked via email, telephone / text.

15.2 **Consent.** Before arrival in your home you will be asked to sign a consent form for the treatment to go ahead. Failure to sign will result in cancellation of the service and you will still be charged.

15.3 **Terminated services.** A charge will be applied of £10.00 plus the call out fee if the service isn't able to go ahead due to an anxious, stressed or aggressive pet.

16. Nurse Services Cancellations

16.1 **24 hours or more.** For any cancellations made 24hours or more - If you cannot fulfil the day in which the service was to be carried out, we will do our best to fit you in another day and there will be no charge;

16.2 **Less than 24 hours.** For cancellations made less than 24 hours, you will be charged in full for the service due to go ahead and the call out fee.

17. Pet Drop-ins

a) To make a booking, you will be required to complete a questionnaire about your pet and consent to the terms and conditions.

b) We will make all reasonable efforts to ensure that your property is safe and secure in your absence, and all alarm codes and keys will be kept secure by us at all times. We shall not be liable for any burglaries, accidents and/or other losses or damage caused by your pet.

c) You must provide us with all items and accessories that may be necessary for your pet to be adequately cared for whilst they are under our supervision and care. This includes but is not limited to food, medication, leads, tags, collars, bedding and clothing. In the event that we find that your pet requires any additional or replacement supplies whilst in our care, we will notify you (in advance wherever reasonably possible) that we will purchase such items, and we will invoice you for the applicable costs.

d) You are responsible for any veterinary fees and related costs and charges that may be incurred (on whatever grounds) whilst you pet is in our care. We will notify you (in advance wherever reasonably possible) of such fees and charges and will invoice you accordingly. We will also charge you for transportation costs to and from the veterinary practice (minimum cost of £10, plus 50p a mile).

e) You must notify us of any behavioural problems and of any health or sickness issues at the time of booking. Failure to do so may result in additional charges being raised and also in the cancellation of the contract / booking.

f) Should we be required to undertake any additional work not agreed in the specification in your order (including but not limited to collecting food, medication and keys) we reserve the right to charge you for our reasonable costs.

g) Wherever possible, your pet should have appropriate pet insurance. We reserve the right to refuse or cancel a booking if your pet is not insured.

h) Your dog must be microchipped (as per The Microchipping of Dogs (England) Regulations 2015).

i) Your cat must be microchipped (as per the Microchipping of Cats (England) Regulations June 2024).

j) Under the contract, you consent to us administering any general first aid treatment as may be reasonably necessary and in the case of emergencies, we reserve the right to seek veterinary treatment.

18. Pet Drop-in Cancellation

18.1 No fee will be collected if the drop-in is cancelled more than 24 hours in advance. Failure to cancel more than 24 hours will result in payment required in full.