



KIMBERLEY VETERINARY CLINIC

Dr D. Smith
(BVSc)

Dr P.L. Swart
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16 Dalham Road
Kimberley
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Tel: 053 832 5711
Fax: 053 832 4832
A/H: 082 889 0009
accounts@kimvet.co.za

General Terms and Conditions

KIMBERLEY VETERINARY CLINIC endeavours to ensure that the highest standards are adhered to when treating your animal/pet.

This statement details our 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 needed.

During the consultation, the client/owner of the pet/animal undertake to disclose as much information as possible to **KIMBERLEY VETERINARY CLINIC** in order to determine optimal Specialist Health Care.

KIMBERLEY VETERINARY CLINIC cannot guarantee 100% improvement but the aim of Specialist Health Care is to improve life quality and is part of the healing process. The success of the Specialist Health Care depends on your co-operation and being honest with **KIMBERLEY VETERINARY CLINIC** as well as following the instructions given by the veterinarian for at home care.

Fees

All fees, diets and medicine charges are subject to VAT at the current rate. Fees are determined by the time spent on a case and according to the medicines, materials, consumables and diets used. A TAX INVOICE is available for every consultation, surgical procedure and transaction with us.

Methods of Payment

Accounts are due for settlement at the end of the consultation, the discharge of the pet or upon collection of diets/medicines/goods. These Terms and Conditions include giving Kimberley Veterinary Clinic the required consent to perform a detailed credit bureau check upon admission of a patient or at any time after treatment has ensued. An Estimate of the charges will be given to you for approval. If your pet needs to be admitted (inpatient), you will need to pay 60% of the provided estimate prior to admission. In the event that your pet is admitted indefinitely, you may be contacted, during the course of treatment, to add to the deposit already paid, this must be done within 24 hours of receiving either written notice via SMS or telephonic communication. The remainder of the charges are due when your pet is discharged.

Estimates of Treatment Costs

We will happily provide a written estimate for 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.

Returns

In the event the Customer elects to return goods or cancel goods on order, the Supplier at its absolute discretion reserves the right to charge a handling fee of at least 10% on the amount involved. This excludes special orders and cold chain products such as vaccines. These are non-returnable and the client will **NOT** receive a refund.



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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 instalments or part-payments of any account may ONLY be sanctioned with the express permission of THE DIRECTORS.

Data Protection

We request that you inform us of any changes in address or contact details. Your personal information is kept for accounting and record purposes only. We will use the data that we have on file to contact you with information beneficial to your pet's health, for example vaccination reminders or drug recall information. If you do not want us to send you such information please inform us in writing.

The owner/responsible party is hereby informed that the information given by himself or any other authorized person to **KIMBERLEY VETERINARY CLINIC** will be given to third parties for accounting purposes, collection of outstanding monies due, record keeping, storage of data, other Veterinary practitioners and or specialists, statistical and administrative purposes and the information of the patient will be used for the purposes for which it was obtained. **KIMBERLEY VETERINARY CLINIC** may communicate test results via e-mail or SMS's if it is the most appropriate way of communication.

KIMBERLEY VETERINARY CLINIC collects, stores and uses the above-mentioned information for the following purposes:

- To accurately make bookings, reservations etc. in line with the client's instructions.
- Communicate requested information to the operator/third party nationally as well as internationally, depending on the services requested by the client.
- Sending data messages for vaccine/appointment reminders as well as general correspondence.
- Sending promotional material.

Minors

We recommend that patients are always accompanied by a suitable adult. We need to get an accurate history of the condition, and may need to get consent for certain procedures. Prescription medicines may also be prescribed. For the reasons outlined we do not treat animals presented by persons less than 18 years of age. Occasionally emergency treatment may be given until an adult is available. Where treatment is given the child's parents will be responsible for any fees accrued.

Injuries

Should any injuries occur whilst at the surgery, especially animal bites, please make staff aware of this. We would recommend you to see a doctor as soon as possible. A letter of advice can be provided to your doctor on request.



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Pet Health Insurance

KIMBERLEY VETERINARY CLINIC strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim fees from your Insurance Company.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from **KIMBERLEY VETERINARY CLINIC**. However, if you feel that there is something you wish to complain about, please direct your comments, in writing, in the first instance to THE DIRECTORS.

We are open to receive any legitimate/honest consumer complaints from our clients subject to the following:

- The client/owner of the animal/pet must disclose all medical information (history) and known allergies to the practitioner.
- The client/owner of the animal/pet accepts that the practice cannot be held liable for any injury/death or otherwise incurred damages not disclosed by the client/owner of the animal/pet.
- The client/owner of the animal/pet shall immediately submit to the practice and bring to the attention of the practice any product that has been found to be harmful or defective.
- All warnings/instructions of medicine prescribed must strictly be adhered to by the client/owner of the animal/pet.

Ownership of Records

Case records including radiographs and similar documents are the property of, and will be retained by **KIMBERLEY VETERINARY CLINIC**. Copies of a summary of the history will be passed on by 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 charge for carrying out these investigations and interpreting the results, ownership of the resulting record, for example, a radiograph remains the property of the Practice.

Out-of-Hours Service

The Practice operates an out-of-hours service for emergencies. This can be accessed by telephoning the emergency number. Animals which are hospitalised outside normal working hours are checked and treated according to their clinical needs. High-dependency cases may be referred for continuous monitoring if required. In this circumstance you are responsible for arranging transport.



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Clubs/Third Parties

KIMBERLEY VETERINARY CLINIC will hold the club or third party who requested our services responsible for any costs that may occur in treating any animal brought in by them/called out to treat, irrespective of ownership. It is advised that Clubs/Third Parties obtain advance written permission from the owners of the animals stating that the owners of the animals will be held responsible for all costs that may occur.



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