

Beeches Terms of Business Payment

Opening hours: Monday to Friday 08.30-18.30 Saturdays 08.30-12.30



Appointment cancellations

Specialist appointments – please note that we require at least 2 days notice for cancellations of these appointments. Only a limited number of appointments are available and there is often a waiting list.

General appointments - If you are unable to attend your appointment, we would be grateful if you could let us know as soon as possible, so we have the opportunity of bringing appointments forward and limiting the waiting time of others.

Fees



All fees, diets and drugs are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to drugs, materials and consumables used. You will receive a detailed breakdown for every consultation, surgical procedure or transaction with us.

Estimates

We will provide an estimate of anticipated treatment costs during the consultation. Please bear in mind that any estimate given is approximate due to the unpredictable nature of clinical work. We will keep you informed if we believe costs are going to exceed the estimate.



Payment

Please note that full payment will be due at the end of the consultation, at the time of your pets' discharge from the hospital or on collection of drugs/diet foods.

Methods of payment

Invoices can be settled by cash or credit/debit card. Unfortunately Beeches can no longer accept payment by cheque.



Insurance and Direct Claims

If your pet is insured, a direct claim may be possible for our fees. We would need to take a copy of your insurance documents and ask you to sign a direct claim request form. You will need to contact your insurance company to give them permission to speak to us about your policy as we will need to speak to your insurers before authorising a direct claim. Once approved, we would ask you to provide us with a signed claim form and pay your excess plus any additional percentage of fees if stipulated in your policy.

Should your insurers fail to make payment you are ultimately responsible for all outstanding accounts. Direct claims not settled within 60 days will require an alternative method of payment.



Ownership of records

Case records and similar documents are the property of, and shall be retained by, Beeches Veterinary Hospital. Records can be forwarded to another veterinary surgeon taking over the case and insurance companies.

The care given to your pet may require specific investigations such as x-rays or ultrasounds. Ownership of these records remains with the practice. You are entitled to copies of these records, for which there may be a fee.

Client confidentiality

We will not disclose your details to other agencies except for debt collection purposes. We will use the data we have on file to contact you with information beneficial to your pets' health and to follow up on your pets' progress.

Complaints



We strive to offer the highest standard of patient care and customer service at all times. We hope that you will never have reason to complain. We operate a formal complaint procedure and encourage you to ask for further details should you need to.