



PERTH EQUINE VETS

Your local horse vets

www.perthequinevets.com
info@perthequinevets.com
01738 259 427

Perth Equine Vets,
Inveralmond Business Centre,
6 Auld Bond Road,
Perth
PH1 3FX

Perth Equine Vets – Terms of Business

Effective from July 2025

At Perth Equine Vets, we are a proudly independent veterinary practice, committed to providing high-quality, compassionate equine veterinary care to horses, ponies and donkeys across Perthshire. These Terms of Business explain how we operate and outline our mutual responsibilities to ensure a professional and respectful relationship between clients and the practice.

Thank you for choosing Perth Equine Vets.

Anna Hammond & Camilla Church

Directors

1. Opening Hours

Our standard opening hours are:

Monday to Friday: 08:30 – 17:00

Emergency services are available outside these hours (see Section 5).

2. Client Offers & Money-Saving Schemes

We are pleased to offer several value-added schemes for our registered clients:

- **5% discount** for payment **on the day of receipt of invoice or in advance on receipt of an estimate**
- **Free visit** when **4 or more owners** are seen at the same yard on the same day
- **Free visit scheme** for members of our **Equine Health Plan**

Please speak to our team for more details or for more information, please visit our website.



2. Payment Terms

- Payment is due **on the day of service**, unless prior agreement has been made.
- A **5% discount** is offered for invoices **paid in full on the day or in advance**.
- We accept payment by card (including American Express), cash, or bank transfer.
- For any new clients, we take the cost of the first appointment upon booking. You will still be entitled to the 5% discount for payment in advance. If there is a further balance to be paid once the vet has completed their visit, this will be taken at the end of the consultation. In the event of an overpayment, the difference will be credited to your account.

3. Overdue Accounts

- Invoices not paid within **14 days** may result in suspension of **routine services and medication**, unless a written agreement is in place.
- Invoices unpaid after **30 days** may incur **interest at 4% per calendar month**, charged from the invoice date.
- Persistent late payment will result in a requirement to **pay in full at the time of booking** for all future appointments.
- Accounts may be referred to a debt collection agency, and any associated costs will be added to the outstanding amount.

4. Inability to Pay

If you are experiencing financial difficulty, **please contact us as soon as possible**. We understand that unexpected situations can arise and we are willing to work with you to agree a **reasonable and confidential payment plan** where appropriate.



5. Emergency Service

Emergency veterinary care is available **24 hours a day, 7 days a week**.

Call the main practice number, and dial 9 and you will be redirected to the duty vet out of hours.

Emergency visits are subject to an additional surcharge, whether this is within or outwith normal opening hours. Please note that a same-day appointment fee will be added to the invoice for any appointments requested on the day.

Please do not contact individual vets, or the office mobile, directly for any enquiries in or outwith normal working hours as your enquiry may not be dealt with promptly. Please use email for non-urgent enquiries, and call the office number, as detailed above, for emergency enquiries.

Payment is expected within 14 days of any emergency appointment unless discussed with the directors.

6. Insurance Claims

We **do not routinely offer direct insurance claims**. Clients must pay in full and reclaim from their insurer.

In exceptional cases, and only with **prior written agreement**, we may accept a direct claim. In such cases, **the insurance excess and any non-insured items must be paid in advance**. The 5% discount for payment on the day will not apply.

7. Referrals and Specialist Services

We are happy to arrange referrals to **any veterinary hospital or specialist** of your choice. We also offer a **specialist-level internal medicine service**, available to both registered clients and external referrals.

All referral, second opinion, and pre-purchase vetting clients are required to pay in full at the time of booking.



8. Regulation

Perth Equine Vets is **regulated by the Royal College of Veterinary Surgeons (RCVS)**. All our veterinary surgeons are RCVS-registered and follow the **Code of Professional Conduct**.

9. Reminders

We offer **courtesy reminders** for vaccinations, dental checks, and routine care via email. These are provided for convenience only; it remains **the owner's responsibility** to ensure treatments are kept up to date.

10. Prescriptions

- We ask that 24 hours notice is given for ordering of any prescription to allow the vet to conduct the necessary checks.
 - Written prescriptions are available on request and are subject to a **prescription fee**.
 - We will ask for payment on collection of medication, and prior to any written prescription being issued.
 - To comply with regulations, **we must examine the horse at least every six months** for ongoing prescription medications, unless clinical circumstances require more frequent checks.
 - **Lab Samples**
 - We ask that instructions are read in full with regards to faecal egg count collection methods. This is found on the front of the packet.
 - Please note that these samples are processed at an external lab, so dropping off in the nearest post box is the most convenient.
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11. Responsibility for Payment

The person requesting treatment is responsible for payment unless prior written agreement specifies otherwise.

If someone is requesting care on behalf of the owner (e.g. livery manager), this must be agreed in advance.

12. General Data Protection Regulation (GDPR)

We are fully compliant with **UK GDPR and data protection legislation**.

- Client data is stored securely and used solely for purposes directly related to the care of your horse and the management of your account.
- We do not share your personal information with third parties unless required for clinical or legal reasons (e.g. referrals, insurance claims, or legal compliance).
- You have the right to request access to, rectification of, or deletion of your personal data at any time.

Our full Privacy Policy is available upon request.

13. Termination of Services / Client Transfers

We reserve the right to **terminate the client-practice relationship** if there is a breakdown of mutual trust, persistent failure to pay, or abusive behaviour towards our team.

Clients may also choose to leave the practice at any time. In either case:

- **Clinical records will be provided to the new veterinary practice** or, if preferred, to the owner.
 - **New clients** registering with us must provide a **full clinical history from their previous veterinary practice** before we can offer routine care or medication.
 - All outstanding balances must be settled prior to the termination of our services.
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14. Complaints

We strive to provide excellent service at all times. If you are dissatisfied with any aspect of our service, please let us know promptly.

Complaints can be made by phone, in person, or in writing. We aim to resolve all complaints quickly, fairly, and transparently.

If you remain dissatisfied, you may escalate the matter to the **Royal College of Veterinary Surgeons (RCVS)**.

15. Updates to Terms

These terms may be updated periodically. The most recent version will always be available on request or via our website.