



TOWNHEAD VETERINARY CENTRE, NEWBIGGIN, PENRITH, CUMBRIA, CA11 0HT
TEL: (017684) 83789 FAX: (017684) 80991

Business Terms and Conditions for Paragon Equine Clients

New Clients

- **Before your first visit we require a completed and signed registration form in agreement with our business Terms and Conditions, prior to any clinical or non-clinical services being provided.**
- Full payment will be required at the time of treatment for a minimum of the first 3 visits and medications on collection. Payment is required by cash/debit card payment only, via telephone or when the vet is in attendance. Following three visits, we will review your account for consideration of monthly invoicing.
- Unfortunately we cannot accept instructions from anyone under the age of 18 years. We do understand on occasion request's will be made by persons acting as your agent ie yard owners. We must be notified of this prior to the visit request being made in writing, email or telephone.
- Your registration will only be activated once we have acquired a copy of your horse/s passport for proof of ownership.
- Despite instructions being received from an agent, please note the owner as named on the Passport will be responsible for all charges incurred.

Fees

All fees, medication, waiting room goods and laboratory costs are subject to VAT at the current rate.

Whenever possible we will provide you with an estimate of cost. This is an estimate and NOT a quote, final costs may vary. Should costs significantly exceed the estimate we will endeavour to notify you at the earliest available time. There may be occasion when external laboratory fees may be invoiced at a later date following initial services.

Payment is requested within 30 days on date of invoice produced. Overdue payments may be subject to administration fees being added.

If you anticipate any difficulties in payment you must discuss this with the clinician **prior to any services being provided**. A member of the Credit Control Team will contact you to discuss settlement of your account.

After discussion should the balance remain unpaid, your details may be sent onto a third party debt recovery collection agency or Solicitors with further fees incurred. You will be responsible for payment of any additional debt recovery/legal fees incurred.

Non-payment of fees, may result in the Practice withholding veterinary care. Registration may be terminated with immediate effect.



PARAGON VETERINARY GROUP, Townhead Road, Dalston, Carlisle, Cumbria, CA5 7JF (registered office)
TOWNHEAD VETERINARY CENTRE, Townhead Farm, Newbiggin, Penrith, Cumbria, CAA 0HT

Pre-Purchase Examinations

A Pre- Purchase exam is performed on behalf of the buyer. The full cost of the vetting will be taken in advance for non-registered clients. In the event of the pre-purchase examination not taking place a full refund will be honoured.

Information relating to pre-purchase examinations remains the property of the potential purchaser instructing the practice, not the vendor.

Vaccinations

It is essential that horse vaccinations are carried out at the correct time. Overdue vaccination may affect your insurance and/or your ability to compete. Being one day overdue may require you to restart the vaccine course again. You may be excluded from competitions if your vaccines are out of date. **Whilst we do endeavour to send out vaccination reminders, we will not accept any responsibility if your horse is not vaccinated within the correct time. As the owner you are responsible to ensuring your vaccinations are kept up to date.**

Artificial Insemination Services

You will be provided with a programme for Artificial Insemination including estimated costs. Each case is individual and may incur additional costs as listed in our Breeding Terms and Conditions, if required these will be explained by the clinician. For non- registered clients we require full payment on admission. Additional costs will require payment prior to discharge. We require payment at the time of collection of your mare following each procedure and provision of services by Paragon Veterinary Group. Please refer to our Breeding Services Terms and Conditions

Insurance Claims

As the owner you are responsible for payment of treatment.

Payment for treatment is required by you, the owner and not the insurance company. All insurance claims will be charged an administration fee to cover processing costs.

In the event of a direct claim being authorised prior to treatment being given, proof of a valid insurance certificate is required. **Administration charges and excess fees will require payment at the beginning of the treatment.** Whilst the claim is being processed, administration charges may be added to the outstanding balance on a monthly basis for which you are responsible.

Prescriptions for Medications

- To ensure we comply with RCVS medicine regulations, we are unable to supply medication or written prescription without an initial consultation. We are however able to supply specific wormers following authorisation and discussion with clinician or an SQP (suitably qualified person).
- Follow up examinations are required at least every 6 months, or sooner, depending on the medication and condition being treated.
- Please allow a minimum of 24 hours notice for repeat and written medications.
- Should you request a written prescription, charges will apply.
- **** All horses are classed as food producing animals until they have been signed outwith the food chain. This can be done by a vet or the owner signing IX. Part II in the horse passport. This permanently excludes them from entering the food chain. **Unless this section has been signed, we cannot supply specific medications, incl Phenylbutazone (bute).** We recommend this section is signed for all horses, please inform the practice so we can keep our records updated. We are restricted in what**



medications can be used without this section completed. It is your duty to keep a medicine book to record all medication your horse has received.

Complaints

We strive to provide all our clients with a high standard of veterinary care and services. If however you feel dissatisfied with our care our Practice Manager would be happy to discuss any concerns with you.

Contact the branch to raise your concerns by phone or by email at vets@paragonvet.com
If your complaint is still not resolved please write to one of our listed Executive Directors.

Dr David Black BVM&S DBR DVetMed MRCVS
Mr Bruce Richards BVSc DBR MRCVS



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