



CARLISLE HOUSE, TOWNHEAD ROAD, DALSTON, CARLISLE, CUMBRIA, CA5 7JF  
TEL: (01228) 710208

## **Business Terms and Conditions for Paragon Small Animal Clients**

Thank you for choosing Paragon Pets to provide you with professional veterinary care. Please read the following which will explain our terms and conditions of business. If you require further information speak to our reception team who will be happy to help.

### **Fees**

Payment is required in full at the time of each consultation or on discharge of your pet from the Surgery.

All fees, medications, waiting room goods and services are subject to VAT at the current rate.

Payment can be made by cash, debit /credit card or by Internet banking.

Some surgical procedures may require a payment of an advance deposit, you will be advised of this if necessary.

Prescription medication will require full payment on collection and will not be dispensed without payment.

All outstanding balances will incur administration fees until the balance is cleared. If the balance remains unpaid after reminders have been sent we will pass your details onto a debt collection agency or Solicitors with further fees incurred. Registration will be terminated with immediate effect.

If you anticipate difficulty with payment of your treatment 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 invoice. Additional administration charges at the rate of 5% will be added to your debt.

### **Estimates**

We will be happy to provide an estimate of costs for your pet's treatment. This is not a quote, as actual costs may vary to a higher or lower charge depending on the complexity of your pets condition. The clinician will contact you to update you with any significant increases.



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## Insurance

We do recommend you consider getting your pet insured as veterinary fees could be significant if hospitalisation is needed, depending on the procedure.

Our company policy requires payment at the time for all services even for those animals that are insured.

Direct claims may be considered for surgical procedures that exceed £500.00. This will need to be authorised by a member of the management team prior to the proposed surgery. If authorisation is given, confirmation of a valid insurance certificate will be required before the procedure is completed. You will be asked to complete a direct claim form at the time of consultation.

On collection of your pet we will request that the excess fee and administration fees are paid at this time. There is a charge of £10.00 for all new condition claim forms submitted with a further charge of £5.00 for ongoing conditions.

We aim to have claim forms submitted to your insurance company within 30 days of the last date of your treatment relating to the procedure.

Whilst the claim is being processed, interest will be charged at 2% of the outstanding balance on a monthly basis until the debt has been cleared by your insurance company. You are liable for these charges not your insurance company.

## Written Prescriptions

Royal College of Veterinary Surgeons guideline require your pet to be seen by a veterinary surgeon to enable dispensing of medications, we request your pet to be examined every 3 months for ongoing medication.

The consultation with the vet to examine your pet will allow medications to be discussed and any problems relating to long term illness to be addressed.

If you choose to purchase your medications from elsewhere there will be a fee charged for this written prescription.

A prescription may not be appropriate if your animal is under emergency hospital care. Please allow 24 hours notice for repeat medication and written prescriptions.

## 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](mailto:vets@paragonvet.com)

If you feel your complaint is still not resolved please write to one of the small animal Leadership team.

**Please note that telephone calls may be recorded for quality and monitoring purposes.**



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