

OUR DETAILS

Maltman Cosham Limited t/a Maltman Cosham Veterinary Clinic

Companies House Registration Number 08257257

Registered Office: Lyons Farm Estate, Lyons Road, Slinfold, West Sussex RH13 0QP

VAT No. 106 6066 35

1. ACCEPTANCE OF TERMS

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The contents of the Website do not constitute advice and should not be relied upon in making, or refraining from making, any decision.

3. CHANGES TO THE WEBSITE

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3.1 change or remove (temporarily or permanently) the Website or any part of it without notice and you confirm that www.maltmancosham.co.uk shall not be liable to you for any such change or removal; and

3.2 change these Terms and Conditions at any time, and your continued use of the Website following any changes shall be deemed to be your acceptance of such change.

4. LINKS TO THIRD PARTY WEBSITES

The Website may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites and you acknowledge and agree that we are not responsible for the content or availability of any such sites.

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6. DISCLAIMERS AND LIMITATION OF LIABILITY

6.1 The Website is provided on an "AS IS" and "AS AVAILABLE" basis without any representation or endorsement made and without warranty of any kind whether express or implied, including but not limited to the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

6.2 To the extent permitted by law, www.maltmancosham.co.uk will not be liable for any

indirect or consequential loss or damage whatever (including without limitation loss of business, opportunity, data, profits) arising out of or in connection with the use of the Website.

6.3 www.maltmancosham.co.uk makes no warranty that the functionality of the Website will be uninterrupted or error free, that defects will be corrected or that the Website or the server that makes it available are free of viruses or anything else which may be harmful or destructive.

6.4 Nothing in these Terms and Conditions shall be construed so as to exclude or limit the liability of www.maltmancosham.co.uk for death or personal injury as a result of the negligence of www. maltmancosham.co.uk or that of its employees or agents.

6.5 We may from time to time contact you by post or email with general news updates. If do not wish to receive such information or would like to change your preference, please refer to the next point. You have the right to ask in writing not to receive direct marketing material about our products and services. If the following facilities are available, you can amend your previous preference on our website(s), using our "unsubscribe e-mail" or in literature which you subsequently return to us. Once properly notified by you, we will take steps to stop using your information in this way. You have the right to ask in writing by email or post to our registered address for a copy of the information we hold about you and to correct any inaccuracies in your information.

7. INDEMNITY

You agree to indemnify and hold www. maltmancosham.co.uk and its employees and agents harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against www. maltmancosham.co.uk arising out of any breach by you of these Terms and Conditions or other liabilities arising out of your use of this Website.

8. SEVERANCE

If any of these Terms and Conditions should be determined to be invalid, illegal or unenforceable for any reason by any court of competent jurisdiction then such Term or Condition shall be severed and the remaining Terms and Conditions shall survive and remain in full force and effect and continue to be binding and enforceable.

9. GOVERNING LAW

These Terms and Conditions shall be governed by and construed in accordance with the law of England and you hereby submit to the exclusive jurisdiction of the English courts.

10. FEES

All charges made in respect of fees, the cost of drugs or diets are subject to V.A.T. at the current rate. Fee levels are determined by the amount of time spent on the case, the requirement for specific diagnostic testing and according to any drugs, materials and consumables used. A full itemised invoice detailing any charges made will be provided for any consultation, surgical procedure, or transaction made with us.

A comprehensive written price list is available on request.

11. METHODS OF PAYMENT

Accounts are due for settlement following consultation, upon the discharge from the

practice of your animal or upon collection of drugs or diets, unless prior arrangement with the Practice Administrator as been made.

We currently accept the following methods of payment: -

- Cash
- Cheque with valid guarantee card
- Credit/debit card – Switch, Solo, MasterCard, Visa, or Delta

WE DO NOT ACCEPT AMERICAN EXPRESS

12. ESTIMATES OF TREATMENT COSTS

We will routinely provide a written estimate of the probable costs based upon the procedures, tests or medication foreseen at the time of consultation. Please be aware that any estimate can only be approximate and that the course of treatment may alter dependent on whether your pet's illness follows a conventional course.

We will keep you informed of any further fees incurred and request permission to continue where possible, unless a veterinary surgeon feels any delay would not be in the best interests of your pet, or we are unable to contact you.

13. SETTLEMENT TERMS

Should an account not be settled within 14 days of the time of consultation, discharge of your animal from the care of Maltman Cosham Veterinary Clinic, or upon collection of medications/diets, (without prior arrangement with the Practice Administrator), a reminder invoice will be sent and an additional charge of £15 excl VAT with respect to administration levied. Should it be necessary further reminders will be sent and further administration charges incurred.

After due notice overdue accounts will be referred to a solicitor agency and any costs incurred in respect of collecting the debt, such as the cost of correspondence or court fees will be added to the account.

14. INABILITY TO PAY

If for any reason you are unable to settle the account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note any instalments or part payment plans can only be sanctioned with the express permission of one of the Practice Directors.

15. DIRECT INSURANCE CLAIMS

On occasion and only after agreement with the Practice Administrator it may be possible to process an insurance claim directly with the insurer. Where possible we request that a pre – authorisation form is completed. There may be circumstances where we ask for a deposit of £250 to be paid. There is a charge of £36.06 including VAT to cover the substantial administration costs of direct claims in addition to the policy excess is required at the time of consultation, collection of drugs/diets or upon discharge of your pet from our care.

We request the following at the time of request –

- A signed insurance claim form at the time of collection of your pet and indication that payment should be made direct to us.
- To pay all outstanding fees in full immediately if the insurance company decline to accept the claim in part or in full, or if the insurance company has not made settlement within 45 days of submission of the claim. Failure to do so could result in us seeking full settlement

from you after 45 days.

Please note that if a direct claim is approved, any treatment must commence within 3 months of that approval.

16. INTERIM PAYMENTS

In some cases, where fees are substantial and your animal is likely to remain in the practice for ongoing care, we reserve the right to request an interim payment of costs to date or part payment in advance.

17. CLIENT CONFIDENTIALITY

The veterinary surgeon/client relationship is founded on trust, and in normal circumstances we will not disclose to any third party any information about a client or their animal either given by the client, or revealed by clinical examination or by post-mortem examination.

Permission to pass on confidential information may be express or implied. Express permission may be either verbal or in writing, usually in response to a request. Permission may also be implied from circumstances, for example in the making of a claim under a pet insurance policy, when the insurance company becomes entitled to receive all information relevant to the claim and to seek clarification if required.

Case records including radiographic films, other images and similar documents are the property of, and will be retained by, Maltman Cosham Limited in the interests of animal welfare and for our own protection. The Data Protection Acts 1984 and 1999 give anyone the right to be informed about any personal data relating to themselves on payment of an administration charge. At the request of a client we will provide copies of relevant clinical records, including any clinical records for the animal that have been acquired from another practice. Where any significant expense is involved in providing such copies, as there might be, for example, with the provision of copy radiographs, a reasonable charge may be made.

18. COMPLAINTS

We pride ourselves on offering highest standards of patient care and client service at all times. If you are in any way unhappy with the service provided by Maltman Cosham Veterinary Clinic, please contact our Practice Manager so that your concerns may be addressed at the earliest opportunity. If serious concerns remain, please address any letters of complaint to the Director Mark Maltman. Your letter of complaint will be acknowledged and the matter investigated.

19. RETURNING UNUSED MEDICATION

Unfortunately, due to recent changes in drug laws we are unable to return or refund any medication that has left the premises.

20. PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V, (POM Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. A charge is made for written prescriptions on the basis of one charge for each item prescribed.