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Terms and Conditions

Langport Veterinary Centre Terms and Conditions of Trade

Thank you for entrusting the care of your pet to Langport Veterinary Centre Ltd.

Professional Fees

We will happily provide a written Estimate as to the probable costs of a course of treatment or surgery. Please bear in mind that any estimate can only be approximate, often a pet's illness will not follow a predictable course. We will contact you if we believe the treatment costs are going to exceed the estimated costs.

Prescriptions

We can only supply medicines to animals that are under our care. Prescriptions are available from this practice. Prescription Only Medicines, Category V (POM Vs) are available from ourselves OR a written prescription to obtain these medicines can be supplied to obtain these medicines from another veterinary surgeon or pharmacy (there is a cost for the written prescription & maximum 3 months' worth of medication). This may not be ideal if your animal is an inpatient or where emergency treatment is required. The practice is happy to inform you of the prices of any medication.

Animals requiring repeat prescriptions are reassessed by the vet at least every six months to monitor their progress. The standard charge for re-examination is that of a repeat consult fee.

Occasionally, due to the unavailability of the appropriate licensed drugs for pets, human medicines or alternative veterinary drugs may have to be used for the treatment of your pet(s). These drugs will only be used when deemed appropriate and necessary.

Fees

Our normal terms of business are for all payments to be made at the time of consultation or on collection of your pet after hospitalisation/surgery. Any outstanding fees will be referred to our debt collectors and will be subject to a surcharge of 15% plus VAT to cover the collection costs incurred. We reserve the right to suspend our provision of services without notice if payment is not received by the required date.

Opening/Consulting Times

At Langport Veterinary Centre we are open Monday-Friday 8:30am-6:00pm and at Street Veterinary Centre we are open 9:00am- 5:00pm. We consult at Langport 9:00am- 12:00pm then again 2:00pm-6:00pm. At our Street Branch we consult 9:00am- 12:00pm then start again at 2:00pm-5:00pm.

Out of Hours Service

Our out of hours provider is with Somerset Veterinary Emergency Services, based at Quantock Veterinary Centre in Bridgwater, they cover our out of hours during Bank holidays and overnight from 7:00pm-8:00am. At Quantock Veterinary Centre if your pet is required to be admitted to the hospital for treatment then £500 will be requested upfront on admission. If they are required just for an appointment, without treatment then the cost will be £125-£295 depending on the time and reason for the appointment. If you require out of hours during 8:00am-7:00pm Mon-Sunday (excluding bank holidays) then you will be seen at either Langport or Street branch, depending which vet is on call and where they are located at the time of your call. If you are seen at either Street or Langport then it will cost £265 +/- £95 if a nurse is required to attend.

Inpatient Care

During the day 8:30am-6:00pm both Veterinary Surgeons and Veterinary Nurses are on site and a Vet and Nurse will be allocated to the care of inpatients where routine checks will be carried out and toilet breaks if they are mobile and stable enough. Overnight there is no one here on site, an inpatient

late check will be carried out by one of our Veterinary Nurses or Vets, then someone will be back in to check them at 8.00am the following morning. If we feel that your pet requires more intensive nursing or care then we will recommend that they are transferred to Somerset Veterinary Emergency Centre where they have 24 hour staffing in place. There will be a transfer fee to SVEC of £125 and you will be required to collect your pet from us and take them to SVEC in Bridgwater.

Pet Health Insurance

Langport Veterinary Centre supports clients having their pets insured. Please be aware that it is your responsibility to settle your account and then reclaim fees from your Insurance Company. We process many insurance claims, however, additional reports and correspondence with insurance companies will be chargeable.

Referral and Second Opinions Referrals

The process for referrals/ second opinions is carried out in a consultation with a Veterinary Surgeon. If a referral is required then referral fees will be applied.

Data Protection

With regard to use of client data and access to and ownership of records, Langport Veterinary Centre is entered on Data Protection Register ZA170959.

This practice is participating in SAVSNET to collect anonymised data on common pet diseases; information is displayed in Reception.

Use of client Data

By using the services of Langport and Street Veterinary Centre, you consent to the collection, storage, and use of your personal and pet data in accordance with this policy, compliant with UK Data Protection Act 2018 and GDPR.

We collect the following personal data to provide veterinary care:

- **Client:** Name, address, contact details.
- **Pet:** Name, breed, age, medical history.
- **Payment:** Payment and insurance details.

Your data is used solely for:

- Providing veterinary care and treatments.
- Managing appointments and communications.
- Maintaining in-house health records for your pet.

Your data is securely stored and accessible only to authorised personnel. We take all reasonable measures to protect it. Your data will not be shared outside of the clinic unless:

- Your consent is obtained when data is requested for external purposes (e.g., insurance, referral services, external laboratories).
- Your data might be shared with our debt collection provider if a situation occurs where this is deemed necessary.

We will retain your data for as long as required to provide our services and comply with legal obligations.

Data Retention period

Medical records: we retain medical records for at least 5 years after the last treatment which is in accordance with RCVS guidelines.

Financial records: Retain for at least 6 years for tax compliance (HMRC requirement).

Sensitive data: this is kept for only as long as is deemed necessary for the purpose it was collected, then securely delete it/dispose of it.

Clients Right as data subject

In the UK, under GDPR, clients have the right to withdraw consent for data processing at any time. However, if processing is based on other legal grounds (e.g., legal obligations or contractual necessity), data may still be processed. To withdraw consent this needs to be requested in writing and addressed to the practice manager by the client. Exceptions include things such as legal requirements for retaining medical records.

Complaints

Complaints should be in writing to the Practice Manager to: Langport Veterinary Centre, Bow Street, Langport, Somerset TA10 9PS, Email: sharon@langportvets.co.uk. All complaints will be dealt with in confidence by the Practice Manager and/or The Practice Owner.