



Terms and Conditions of Business

Thank you for entrusting the care of your pet to Woodcroft Veterinary Group Ltd. Detailed below is our practice terms and conditions, some of which may not be relevant to you. Please ask for further clarification if you are unsure of any points mentioned.

About the company

Woodcroft Veterinary Group Ltd has been established for over 30 years and consists of 7 RCVS Accredited branches as follows:

- Cheadle Hulme Veterinary Hospital, 2-4 Queens Road, Cheadle Hulme, Cheshire, SK8 5LU
- Cheadle Veterinary Centre, Councillor Lane, Cheadle, SK8 5NU
- Heaton Moor Veterinary Centre, 17 Heaton Moor Road, Heaton Moor, Stockport, SK4 4LT
- Bramhall Veterinary Centre, 1 Maple Road, Bramhall, Stockport, SK7 2DH
- Summerfields Veterinary Centre, Summerfields Village Centre, Dean Row Road, Wilmslow, Cheshire, SK9 2TA
- Handforth Veterinary Centre, 174 Wilmslow Road, Handforth, Wilmslow, Cheshire, SK9 3LF
- Offerton Veterinary Centre, 139 Lisburne Lane, Offerton, Stockport, Cheshire, SK2 5RH

Woodcroft Veterinary Group Ltd provides both a First Opinion and Referral (for complicated cases) service as well as an "out of hours" emergency clinic which is based at our Cheadle Hulme Hospital. Our Referral Disciplines can accept cases needing expert treatment in Cardiology & Respiratory Medicine and Surgery, Ophthalmology, Dermatology, Orthopaedics, Internal Medicine, Soft Tissue Surgery, Dental, Oral & Maxillofacial Surgery, Behavioural Medicine, MRI and CT Scanning.

Costs

All fees, food, shop sales and drugs are subject to VAT. Fees are determined by the time spent on cases and according to the drugs, materials, consumables and diets used. You will receive a detailed invoice for every consultation, surgical procedure and transaction with us.

Referral work incurs higher costs due to the extra expertise available from our highly qualified referral veterinary surgeons. Your first opinion vet will inform you if a referral is needed.

Estimates of Costs

We will endeavour to provide a printed estimate for any surgical procedures that your pet requires before your pet comes in for surgery. An estimate can only be approximate and we will endeavour to keep you informed if unforeseen circumstances may result in more expense at the earliest opportunity, depending on your pet's safety. For long term hospitalised patients account updates can be given daily upon request.

Payment

We expect settlement of your account in full, at the end of consultation, the discharge of your pet or the collection of drugs, diets and shop sales. You may settle your account using cash, credit or debit card. We do not accept cheques unless they are Building Society Cheques or Bankers Drafts.

Any account not settled within 14 days will be referred to our credit control department. After due notice to you, any overdue account will then be referred to our debt collection agency. This will incur further costs in respect of collecting the debt, production of the reports, correspondence, court fees, attendance at court, telephone calls etc. Once we have sent an account to the debt collection agency we reserve the right to ask the client to re-register with another practice as the trust between us has been broken.

Any credit card payment not honoured and any cash found to be counterfeit will result in the account being restored to the original sum with further charges added in respect of the bank charges and administrative costs.

Inability to Pay

If you are unable to cover the costs of the estimate as specified, please speak to a member of staff prior to treatment where any options, if appropriate, to you will be given and a formal contract entered into before treatment commences.

Insurance

Woodcroft Veterinary Group Ltd strongly recommends insuring your pet against unexpected illness or accident. There are many different companies with various policies. It is important that you research this carefully to see which policy would benefit you most.

If your pet is insured, you will still be expected to settle your account with us in full at the time and we will be happy to complete the claim form on your behalf and submit this to your insurers. The payment you will then receive from your insurers will be subject to deductions for your policy excess and any exclusions as detailed in your insurance policy terms and conditions.

In some instances your insurance company may offer a direct claim facility, however this is at the discretion of Woodcroft Veterinary Group Ltd. The company will only accept direct claims for amount over £350 and subject to us receiving payment of your policy excess plus any **additional % excess** and fees for any items not recoverable by your insurer, a copy of your insurance policy, a signed direct claims protocol form and payment of our direct claims administration fee prior to submitting the claim.

For any direct claim remaining outstanding after 3 months, clients will be expected to pay the outstanding account and seek repayment from their insurers. We will however continue to aid in the process of the claim where possible.

Consultations

First opinion consultations are given a 15 minute appointment slot and we endeavour to stick to these times wherever possible. There may be some instances however when appointments overrun due to unforeseen circumstances and we will endeavour to advise you of this and of current waiting times should the situation arise.

Referral consultations due to their nature are much more in depth and a special appointment slot will need to be booked with reception who will advise you of the referral appointment procedure.

Emergency Consultations

Should an unforeseen emergency arise we ask that you ring us as soon as possible so that we can make the necessary arrangements for your pet's arrival. We will endeavour to get your pet seen by a veterinary surgeon as soon as possible according to the severity of the emergency.

Out of Hours Service

Weekend consultations and evening appointments are available at some of our branches and telephone calls to closed branches are automatically diverted to open surgeries at evenings and weekends.

We offer a 24 hour emergency service at our Cheadle Hulme Branch. Attendance is by appointment and will be prioritised in accordance with the severity of the situation.

Microchipping, Vaccination and Neutering

Woodcroft Veterinary Group Ltd strongly supports having your pet microchipped and regularly vaccinated. We also strongly recommend neutering for all non-breeding pets.

Petclub

When your pet is registered and vaccinated with us they become a member of our "Petclub". When a new dog, cat or rabbit joins the Petclub we will provide them with a free microchip at the time of vaccination or at routine neutering and a free single dose wormer to protect against roundworm and tapeworm infections.

We will give Petclub members 20% off the cost of routine neutering if done before a certain age (please ask us for details).

For owners with more than one vaccinated pet with us, we will give 10% discount for 2 pets, 15% for 3 pets and 20% for 4 or more pets on all vaccinations excluding rabies.

Petclub members will also receive free dental, flea checks and routine nail clippings. Petclub privileges only apply to pets with up to date vaccinations. [Full Pet Club terms and conditions can be found on our website.](#)

Use of client data

Woodcroft Veterinary Group Ltd will use the contact details that you have provided to send you details of your pet's healthcare reminders, which may be by post, email or SMS.

Unless you have indicated otherwise, Woodcroft Veterinary Group Ltd may also use your contact information to send you details of news stories or promotions that we think you will find to be of interest. We will not however pass your details to any Third Parties.

Ownership of records, X-Rays and similar documents

The care given to your animal may involve making specific investigations such as x-rays, ultrasound scans etc. Even though a charge will be made for carrying out these investigations and interpreting their results, the resulting records, clinical or otherwise remain the property of Woodcroft Veterinary Group Ltd. Case records can be copied and on request be passed to another veterinary surgeon taking over the case. You may have a copy of any of your case records on written request.

Prescriptions and the dispensing of drugs

We are able to provide prescriptions only for the animals under our care and any animal requiring a prescription must have been seen by a veterinary surgeon in the last 6 months. If a consultation is necessary before a prescription can be given there will be a charge for this consultation.

If you require a written prescription we can do so providing the above criteria is met and this will be subject to a standard prescription fee for the first item and reduced prescription fee per any additional items.

Any animal requiring flea or worming treatment must have been seen within the last 12 months and a free nurse consultation can be given if required, providing it is only to check for the suitability of flea/worming treatment and no other topics are discussed. Should the nurse consultation result in other areas being discussed and advise given then our nurse consultation fee will apply.

We require 24 hours notice for any repeat prescriptions.

Any unused medications cannot be returned for a refund. We will however be happy to dispose of any unused medication for you safely.

Complaints Procedure

We would hope that you never feel the need to complain about Woodcroft Veterinary Group Ltd, however if you feel there is something you wish to complain about you should do so in the first instance by contacting the respective branch. If your query is not dealt with to your satisfaction at the branch in question it will then be referred to our Customer Care manager, Fiona Knight, who is based at the Cheadle Hulme Veterinary Hospital, she will endeavour to resolve your complaint.