



DAMORY LODGE EDWARD STREET BLANDFORD FORUM DORSET DT11 7QT
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EQUINE DEPARTMENT 2016

Terms and Conditions of Trading

The equine department is run by Simon Howarth and Julian Radburn, the equine partners of the practice. They are ably assisted by Melanie Wingate, Andrew Hamilton and Elizabeth Samuel. Gladys Quick and Julie Roper are the equine secretaries and are the people you will speak to on the telephone to arrange visits and to deal with the equine accounts.

We offer a wide range of equine veterinary services. In addition to routine care of horses/ponies (vaccinations, dentistry, worm egg counts, etc.) we can perform a range of diagnostic techniques; These include mobile digital x-rays, respiratory and gastric endoscopy, ECG and ultrasonography. Most of the surgical work is performed at our equine clinic at Newton Farm in Sturminster Marshall. Usually colts are castrated at the owner's premises but may also be brought in to the clinic.

We are pleased to act as veterinary surgeons for your horse(s) and set out below the service we offer and the terms under which we offer it.

1. We offer a 365 day, 24 hour emergency service for your animals, the initial contact being via our usual office number. Routine work will be arranged at a mutually convenient time - usually between 9.00 am and 5.00 pm on week days, but emergencies can be dealt with at any time.
2. Out of hours emergencies, unless during exceptional circumstances, will be carried out by the duty equine veterinary surgeon. The initial cost for attending to an out of hours emergency is £43.07. Other charges will be applicable depending on the treatment provided. We are happy to attend at your premises, or you can transport your horse to our Equine Clinic at Newton Farm, Sturminster Marshall.
3. Charges are made for professional work. These are reviewed regularly and if requested we can give an estimate of the price for any given service. However, it must be noted that individual cases may take more time than normal, or require extra medications, so an estimate cannot be considered a quotation.
4. Accounts will be rendered monthly. These are payable within 28 days of the date on which the account is sent to you. We reserve the right to ask for cash payments or to refuse to carry out further work if payment is not made and action will be taken to recover outstanding debts. *However, new clients will be expected to pay at the time of the visit until an acceptable credit rating has been established.*
5. We do record and store relevant client and patient data. The Data Protection Act 1998 gives anyone the right to be informed about any personal data relating to themselves. At the request of a client, we will provide copies of any relevant clinical and client records, including radiographic images and similar documents. This also includes relevant records which have come from other practices, if they relate to the same animal and the same client, but does not include records which relate to the same animal but a different client.

6. Insurance. We advise clients to take out insurance for unexpected veterinary fees for their animals, but would remind you that the contract between the client and veterinary surgeon is not dependent upon any claim being accepted by, or paid by, the insurance company, and we expect payment within the normal time.

7. Prescription only medicines are, for legal reasons, not available without prior examination of your horse. However, we will provide repeat prescriptions for certain ongoing conditions for a maximum period of **up to 6 months**. Thereafter the regulations require us to re-examine the patient before providing further repeat prescriptions.

8. Complaints. We hope that you are satisfied with the efficiency and quality of our service. If, however, you are not, please refer promptly to the veterinary surgeon concerned or to Simon Howarth. Account queries should be notified as soon as possible to the accounts staff.

We look forward to providing you with a dedicated, professional and friendly veterinary service that will maximize the health and welfare of your horse/pony.

Simon Howarth BVMS CertVR FRCVS
Julian Radburn BVMS&S Cert EM(IntMed) MRCVS