

DALBLAIR VETS LTD.
52-54 DALBLAIR ROAD
AYR, KA7 1UQ

Branch Surgery:
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Prestwick
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Thank you for entrusting the care and attention of your pet to Dalblair Vets Ltd. This document details our practice terms and conditions. Some aspects may not be relevant to you and we request that you ask for further clarification or explanation if required.

Registration: It is essential for us to maintain accurate records of our clients and patients. In order to do this we will periodically ask you to confirm the details we hold. If your details change please inform us so we may ensure our database is as up to date as possible.

Opening hours: Ayr – Monday – Friday 8:30am-7pm, Saturday 9am-12noon, Sunday emergency clinic 10:30-11:30.
Prestwick Monday, Tuesday, Wednesday, Friday 8:30am-7pm and Thursday 8:30am-6pm.

Fees: All fees, diets and drugs charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Our written fee list is available on request.

Methods of Payment: Itemised bills can be provided with transactions on request. Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle your account using: Cash; Credit/Debit card; Maestro, Solo, MasterCard, VISA, Delta or cheque with suitable guarantee card.

Estimates of treatment costs: We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course. We will provide the details of the price of any medicine stocked or sold on request.

Settlement terms: All accounts should be settled at the time of consultation. Should an account not be settled within 7 days, a reminder will be sent. After due notice to you, the client, overdue accounts will be subject to our debt collection procedure and further charges may be levied in respect of costs incurred in collecting the debt: such as court fees, correspondence, court attendance, phone calls, etc. Any cheque returned by our bank as unpaid, any card payment not honoured, and cash tendered found to be counterfeit will result in the original account being returned to the original sum with further charges added in respect of bank charges and administrative costs.

Inability to pay: If for any reason you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that installments or part payments of any account may ONLY be sanctioned with the express permission of a partner or senior veterinary surgeon.

Pet health insurance: Dalblair Vets Ltd strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Due to financial advice laws we cannot advise on specific providers of insurance but can give more general advice on the types of policy likely to be appropriate for you and your pet. Please be aware that it is your responsibility to settle our account and then reclaim fees from your insurance company.



Consent: Written signed consent for procedures is required in all cases of admission to the hospital and any alterations will be agreed prior to action being taken. Consent is also required for the use of medications in species for which they were not licensed e.g. rabbits and rodents. In this case a consent form will be provided to allow this to be done without asking for specific permission in each and every separate case. This is required as the majority of veterinary drugs are not licensed for use in small mammals, reptiles, birds, fish, amphibians and invertebrates. We must then use drugs which have a proven activity and efficiency despite this lack of licence.

Prescriptions: Under DTI regulations you may request written prescriptions for your pet's medications and these will be issued subject to a fee. However, you will be responsible for sourcing these medications from a suitable supplier and should bear in mind that delay in the start of treatment may not be in the best interests of the welfare of your pet. Veterinary prescriptions are not covered by NHS charges and you will have to pay any supplier separately for these drugs, which costs will be at their market rate. In circumstances where it is essential to begin treatment immediately then prescriptions will not be offered. This is most likely to be in the case of injectable medications where a delay would be unacceptable. Prescriptions will not be issued for similar drugs used in anaesthesia or emergency situations.

Out of Hours Care For emergency care out of normal working hours we use Vets Now who are based at 21 Hill St Kilmarnock, KA3 1HA. They are able to offer a dedicated on-site 24 hr service with round the clock care for emergency cases. They can be contacted on 01563 258028. Initial consultations are likely to cost in the region of £120-£220 dependent on time of day/night. Vets Now will be happy to provide advice regarding fees before they see your pet.

Complaints and Standards: We hope you never have recourse to complain about the standards of service received from Dalblair Veterinary Surgery. However if you feel that there is something to complain about please direct your comments in the first instance to the Office Manager, who will guide you through our complaints procedure.

Clinical records: Your pet's clinical records, including radiographs, ultrasound scan records and laboratory test reports remain the property of Dalblair Vets and will be kept under the terms of the Data Protection Act (1998). You are entitled to see the records on request and if necessary an appropriate appointment to view them will be made. Your pet's records will be sent to another veterinary surgeon on request from them. If you require a copy for your personal use, a charge will be made at the rate for administrative work. In handling personal data we will comply with the prevailing requirements of GDPR.

Ownership of radiographs and similar records: The care given to your pet may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Although we make a charge for carrying out these examinations and interpreting their results, ownership of the resulting record, (for example a radiograph) remains with the practice.

Return of unused drugs: We are happy to accept unused medications back into the practice for disposal only. However as drugs which have left the premises are no longer fit for resale, no refund can be given.

Repeat examinations: It is necessary both for the welfare of your pet and to meet legal obligations, for this practice to re-examine animals receiving long term medications. The interval will vary with the condition and the medication but will be no longer than every 6 months. The prevailing examination fee will be charged for that consultation.

Abusive Behaviour: Verbal or physical abuse of staff will not be tolerated in any form. Any instance of this type of behaviour will result in clients and their pets being removed from our list.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.



Registered as a company no. 729281, at 1 Cambuslang Ct Glasgow G32 8FH