

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

Branch Surgery:
Hunter Street
Prestwick
KA9 1LG
Tel: 01292 477082

Telephone Ayr 01292 263744 or 264778
Fax: 01292 618138
email: office@dalblairvets.com



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, Thursday 8:30am-7pm and Friday 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.
All Vet consultations will incur a consultation charge. 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, or if your pet is hospitalised. 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. Consultation fee including out of hours charge is £302.50. Vets Now will be happy to provide advice regarding fees before they see your pet. Inpatients who require out of hours care will be provided this by Vets Now, Charges incurred will require payment directly to Vets Now.

For further information see this link <https://www.dalblairvets.com/service/out-of-hours-emergencies/>

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@dalblairvets.com

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. We may need to send personal details to 3rd parties such as laboratories and referral centre's. In handling personal data we will comply with the prevailing requirements of GDPR. We may share your information with trusted third-party service providers where necessary to deliver our services, comply with legal obligations, always ensuring appropriate data protection and confidentiality measures are in place.

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.



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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.

Dalblair Vets Privacy Notice

When you register with Dalblair Vets Ltd, request treatment for your animal, contact Dalblair Vets Ltd by email, telephone or in writing we will collect and process personal information ("Personal Information") about you.

We understand the importance of looking after the Personal Information that you provide and this notice ("Privacy Notice") sets out what Personal Information we collect, why we need to collect it, how we will use it and how long we will store it for.

How we will use your personal information

We will process your Personal Information insofar as it is necessary for the performance of our contract with you to provide veterinary services. This will involve using your Personal Information to provide you with our products and services and to send you information related to the services we provide to you including appointment and vaccination reminders ("Service Communications"). You can choose how you would like to receive these communications by email, SMS or our communication app. Please talk to one of our members of staff if you would like to change how you receive Service Communications.

What personal information do we collect and why

- **Name** – So that we can identify you and personalise our communications with you.
- **Address** – So that we can identify you, register your animal with our practice.
- **Email address** – So that we can contact you about your animal, send reminders about your appointments, vaccinations, flea or worming treatments and or correspondence about our service and animal health issues.
- **Mobile number** – So that we can contact you about your animal, send reminders about your appointments, vaccinations, flea or worming treatments and or correspondence about our service and animal health issues.
- **Telephone number** – So that we can contact you about your animal.
- **Bank, debit or credit card details** – So that we can receive payment for the services we provide if applicable.
- **Insurance policy number** – So that we can communicate with your animal insurance provider if applicable.

Please remember to let Practice staff know if any of the above information changes as soon as possible so that we have up to date records. Our staff will ask you to confirm your records are up to date on a regular basis.



Marketing

In addition to our contractual services, we would like to process your Personal Information with your consent to send you information about other products and services available from D.V. You will be asked for your consent when you register with the Practice and we will refresh your consent on a regular basis. You can change your mind at any time and unsubscribe or subscribe by talking to staff in our practice or by following the links on any marketing emails you receive.

Data retention

We will keep your Personal Information for as long as you are a client of D.V and thereafter for as long as any legal claim may be made against D.V and for as long as is required to comply with our legal and regulatory requirements including to the HMRC and RCVS.

Sharing your information

We are required to share your Personal Information in certain circumstances to ensure that we are able to provide you with services, obtain payment or correspond with your insurance provider. In each case we will only share the data necessary for the purpose and it will only be in relation to the specified purpose. Each third party is required to have in place comparable data security measures and to be fully compliant with the terms of the General Data Protection Regulations.

Who do we share information with and why

Referral practices

When we refer an animal to a referral hospital or specialist, we need to share relevant information to arrange appointments, test, treatments and services.

What information do we share:

- Your name.
- Your address.
- Your email address.
- Mobile number.
- Telephone number.

Laboratories and Animal Crematorium

So that we can arrange tests, treatments and services and obtain results on your behalf.

What information do we share:

- Your name.



- Your address.

Your insurer

So that we can obtain permission to perform certain investigations and treatments at their expense. To arrange payment for investigations and treatments provided.

What information do we share:

- Insurance policy number.
- Your name.
- Your address.

Banks and payment service providers

So that we can deal with payments for the appointments, services, treatments and goods provided. To make refunds.

What information do we share:

- Your name.
- Your account details.
- Your address.

Debt collection agencies

If you fall behind with payments for the services we provide, we may engage a debt collection agency to recover the debt on our behalf.

What information do we share:

- Your name.
- Your address.
- Your outstanding balance.



Email providers, printers and mailing houses

So that we can send you reminders, administrative information relating to the way we provide services to you, information about animal health issues relevant to you and marketing communications if you have consented to receiving them.

What information do we share:

- Your name.
- Your address.
- Your email address.

Law enforcement agencies

If we receive a request in writing from a law enforcement agency, we may be required to provide your personal information.

What information do we share:

- Your name.
- Your address.
- Your email address.
- Mobile number.
- Telephone number.
- Location information.
- Bank, debit or credit card details.
- Insurance policy number.



Vet Success

Clients who join our Care Club only.

So we can contact you regarding services, payments, cancellation.

What information do we share:

- Your name.
- Your address.
- Your email address.
- Mobile number.
- Telephone number.
- Location information.
- Bank, debit or credit card details.

Moving practice

If you decide to move to a new practice we will provide a copy of your animals' records to the new practice when requested. We will request permission from you before doing so.

What information do we share:

- Your name.
- Your address.
- Your email address.
- Mobile number.
- Telephone number.



Keeping your data secure

We recognise the importance of keeping your personal data safe and we have in place security measures and policies to prevent personal data from being lost, used or accessed without our permission. We limit access to your Personal Information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your rights

The General Data Protection Regulation grants all data subjects the following rights without charge. These include the right to:

- Fair processing of information and transparency over how we use your use Personal Information;
- Access your Personal Information and to certain other supplementary information that this Privacy Notice is already designed to address;
- Require us to correct any mistakes in your information which we hold;
- Require the erasure of Personal Information concerning you in certain situations;
- Receive the Personal Information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- Object at any time to processing of Personal Information concerning you for direct marketing;
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- Object in certain other situations to our continued processing of your Personal Information;
- Otherwise restrict our processing of your Personal Information in certain circumstances.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.



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If you would like to exercise any of your rights, please contact D.V in order for us to deal with your request efficiently, please provide:

- Sufficient information to allow us to identify you;
- Evidence of your identity and your address (for example, a copy of your driving licence or passport);
- As much information about your request including, if applicable, dates, specific documents or animal names.

We will keep our privacy policy under regular review and we publish any updates in practice or on this website. This privacy policy was last updated on 13/08/2025

How to contact us

Please contact us if you have any questions about our privacy policy or the information we hold about you.

By email: office@dalblairvets.com

Or write to us at Dalblair Vets Ltd 52-54 Dalblair Road, Ayr, KA71UQ



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