



Terms & Conditions of Business for Three Counties Equine Hospital LLP.

This document sets out the terms upon which we carry out veterinary work for our customers. This is an important document. Please keep it in a safe place for future reference. These terms and conditions apply not only to current work but also to all future work unless we write to you amending the terms. In this document and in any correspondence with you, “Partner” means a member of Three Counties Equine Hospital LLP. “We” and “Our” means Three Counties Equine Hospital LLP and “You” means the person who is our customer or, if more than one person, those persons who together are our customer. Where we act for two or more customers jointly it is on the understanding that we are authorised to act on instructions of either, both or any of them.

Three Counties Equine Hospital LLP is a limited liability partnership registered in England and Wales with number OC346516. A list of our members, all of whom are veterinary surgeons, may be inspected at our registered office at Three Counties Equine Hospital LLP, Stratford Bridge, Ripple, Tewkesbury, Gloucestershire, GL20 6HE.

Office hours: These are 8.30am - 5.30pm Monday to Friday, and 8.30am - 12.30pm Saturday, excluding public/bank holidays. We offer a 24 hour emergency service outside of these hours but any services provided during this time will incur a surcharge.

Client Confidentiality: The veterinary surgeon/client relationship is founded on trust and in normal circumstances we will not discuss or disclose to any third party any information about a client or animal without either express or implied consent.

Ownership of records: We retain as our property all case records including radiographs and other imaging records. The fees charged for such items are based on the professional opinion obtained from the results of these procedures. Any veterinary surgeon or paraprofessional taking over a case may be forwarded copies of relevant records but only upon the request or consent of the client.

Influenza vaccination reminders: Whilst we endeavour to provide a vaccination reminder service for patients that we have previously vaccinated whilst under the clients ownership, we cannot accept responsibility for any errors or omissions. It is the responsibility of the client to ensure vaccinations are kept up to date.

Under current Jockey Club and BHS regulations horses should have a primary course of 3 vaccinations followed by annual boosters. The interval between the first two must be 21-92 days and between the second and third 150-215 days. Thereafter boosters must be within 365 days.

Equine insurance: We support the principle of insuring all equines against unexpected accidents or illnesses. However we would respectfully remind you that our terms of payment still apply and that the contract with the insurance company is between the client and the insurance company only. Direct payments to us from an insurance company may only be agreed by express permission of one of the partners.

Fees: All fees are subject to VAT at the current rate. We calculate our fees on consumables used and professional time and opinion. Fees will be listed on a detailed invoice which will be produced at the end of the month.

Payment terms: The initial invoice for any client registering with us is strictly payment on the day. Thereafter all charges are invoiced on the last day of each month and are due for payment within 28 days from the date of invoice. Accounts may be paid by guaranteed cheque, credit or debit card, (but not American Express/AMEX), cash or BACS. If using BACS please contact the accounts department (01684 591260) for our bank details.

Any queries on the account should be raised with the accounts department within 14 days of the date of invoicing.

We reserve the right to charge 2.5% interest per month on any account not paid within 28 days of date of invoice.

Any cheque returned, credit or debit card not honoured or any cash found to be counterfeit made as full or part payment of an account will be added back onto the account, and will incur additional charges in the way of administrative costs and bank charges, and may then be subject to the 2.5% interest charge.

We reserve the right to pursue any unpaid accounts in any manner we deem appropriate. This may include the use of a debt collection service or civil proceedings. Any costs incurred by us in recovering unpaid accounts will be passed onto the respective client.

For failure to comply with our payment terms we reserve the right to withdraw veterinary services and will give notice of this in writing.

Prescriptions: Clients may obtain a prescription from us providing that the patient has been examined by, and is under the care of, a veterinary surgeon employed by us. Repeat prescriptions can only be issued if the patient is reassessed at regular intervals, but never more than six months.

Complaints: Our aim is to provide a first class service. However, should you wish to discuss any problems you may have with our services we ask you in the first instance to address such issues to either the practice manager or one of the partners.

Liability: You agree that you will not bring any claim arising out of or in connection with our services or goods provided against any of the following:

L J Kearns MVB MRCVS	L J Harrison BVSc PhD Cert EO MRCVS	A Richardson BVSc MRCVS
C C Rea BVM&S MRCVS	J L Robinson BVSc MRCVS	F Georgetti BVM&S MRCVS
A J C Harrison BVSc Cert EP Cert VA MRCVS	J Campbell BVMS MRCVS	C Williams BVMS MRCVS
G N Potts BVetMed MRCVS	C Gilbert MA Vet MB MRCVS	R Wall BVMS, MRCVS
M Georgetti BVSc MACVSc MRCVS		



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individual member, Partner, employee or consultant of Three Counties Equine Hospital LLP in their personal capacity. Any duty of care which would otherwise, as a matter of law, be owed to you by any of our Partners, employees or consultants is excluded from our contract with you. However this does not alter or reduce any liability which Three Counties Equine Hospital LLP may have to you. The limitation and exclusions of liability shall not apply to any liability for death or personal injury caused by our negligence or to any other liability which cannot lawfully be excluded or limited.

Thank you for registering with Three Counties Equine Hospital LLP

L J Kearns MVB MRCVS
C C Rea BVM&S MRCVS
A J C Harrison BVSc Cert EP Cert VA MRCVS
G N Potts BVetMed MRCVS
M Georgetti BVSc MACVSc MRCVS

Assisted By:
L J Harrison BVSc PhD Cert EO MRCVS
J L Robinson BVSc MRCVS
J Campbell BVMS MRCVS
C Gilbert MA Vet MB MRCVS

A Richardson BVSc MRCVS
F Georgetti BVM&S MRCVS
C Williams BVMS MRCVS
R Wall BVMS, MRCVS