

Welcome to the Small Animal Hospital

Please find below your pre-appointment check list:

- ✓ Do not feed your pet from 8pm the evening before the appointment unless otherwise instructed (please notify us if your pet is diabetic or very young). Water does not need to be restricted.
- ✓ Bring any medication (in the original labelled packaging) or specific diets your pet is currently receiving.
- ✓ If your pet is insured, please bring your policy documents and claim form.

Listed below is some additional information that will be useful for your visit:

- The consultation will usually last between 30 minutes to an hour.
- Any costs for investigation or treatment will be discussed in your consultation.
- As we are a teaching hospital, final year veterinary students will take part in the consultation under appropriate supervision.
- We can manage direct claims for pet insurance, please note this incurs a £24 admin fee.
- Attached are some further details including a map and local information.
- If your pet requires any investigations they are likely to stay with us in the hospital overnight, or possibly longer. This will be discussed with you in full during your consultation.

Please give details of any special arrangements you would require when attending your appointment here at the Small Animal Referral Hospital.

If you are unable to attend your appointment or have any queries or concerns, please do not hesitate to contact us on 0117 394 0513.

Thank you for choosing Langford Vets. We look forward to welcoming you and your pet to the Small Animal Referral Hospital.

Kind Regards,



The Small Animal Hospital Reception Team
Langford Vets

Small Animal Referral Hospital, Langford Vets, Langford, BS40 5DU

T: 0117 394 0513 • F: 0117 981 1277 • E: sah@langfordvets.co.uk • W: langfordvets.co.uk

Limited Company, Incorporated in England and Wales No: 06798554

Langford Veterinary Services Ltd is a wholly owned subsidiary of the University of Bristol

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your animal to Langford Veterinary Services Ltd (Langford Vets). We aim to provide the highest standards of care for all animals under our care. We will endeavour to communicate effectively with you regarding the treatment of your animal. For more information visit our website at www.langfordvets.co.uk

The information below details our Business Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

Fees

All fees, diets and drug 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. You will receive a detailed fee note for consultations, surgical procedures or any transaction with us. No drugs or food will be dispensed without payment.

Methods of Payment

Accounts are due for settlement at the end of the consultation even if your animal is insured (see below under Animal Health Insurance), unless otherwise agreed with the Credit Control Department, or at the discharge of your animal or upon collection of drugs or diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. It will not include costs of medications or any complications arising from treatment. Please bear in mind that any estimate given can only be approximate – often an animal's illness will not follow a conventional course.

Settlement Terms

Your account should be settled at time of discharge, whether your animal is insured or not. Should the account not be settled, then an invoice will be sent with an additional accounting fee in respect of administrative costs. Any direct insurance claims must be agreed before treatment starts, see below under Animal Health Insurance.

You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Langford Vets in connection with or in contemplation of any non-payment of your account by you.

All appointments will be charged for unless an hours notice is given of cancellation. It is at the vet's discretion not to charge for a consultation.

After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs, together with interest on the principal sum.

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Animal Health Insurance

Langford Vets strongly support the principle of insuring your animal against unexpected illness or accidents. Although your animal may be insured, please be aware that it is your responsibility to settle your account within 60 days, even if we are doing a direct claim for you. Generally you should reclaim the fees from your insurance company. You will need to bring the following to your first appointment:

- your valid policy document and
- a claim form

At reception, you will be requested to ring your insurance company to grant us authorisation to speak to them about your claim. There is fee for administrating the insurance claim and you will need a new claim form for every time you visit the hospital or practice.

If you wish us to claim directly, you must first obtain prior agreement from Langford Vets. Please contact reception to discuss details before treatment. For further details, please look at our website or contact reception.

Limit on Liability

The prices charged by us are based on a limit on our liability of £250,000 per claim (or for a series of related claims) as a result of our negligence or breach of contract. If this limit is less than the value of the animal you are advised to make your own insurance arrangements to cover the full loss. We do not accept liability where the loss arises out of your failure to notify us of any condition, ailment or allergy of which

you had knowledge which would not have been apparent on reasonable examination by a veterinary practitioner. This limit shall not apply to the extent the law does not allow us to limit or exclude our liability.

Vaccine Reminders – only for first-opinion practices

We will endeavour to send you vaccine reminders, however, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from Langford Vets. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to reception who will endeavour to resolve the matter. If it is felt appropriate your complaint will be escalated to the appropriate manager.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Langford Vets, you can contact the RCVS on their website www.rcvs.org.uk for further details about making a complaint.

Ownership of Clinical Records, Radiographs and Similar Records

Case records including radiographs and similar documents are the property of and will be retained by Langford Vets as part of the clinical record of your animal. A summary of the history will be passed to another veterinary surgeon taking over the case on request. Should copies of radiographs etc. be required, a charge will be made for these.

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General Data Protection Regulations

The General Data Protection Regulations (GDPR) as it applies to professional and client records. Your personal data records will be kept confidential to Langford Vets. We may, however, use your contact details for marketing purposes if you have given your consent. Please refer to our privacy notice on our website www.langfordvets.co.uk for full details.

Termination of Service Delivery

We maintain the right to terminate delivery of our services to you as a client should the trust between parties have sufficiently broken down that further delivery would be unfeasible. In this unlikely circumstance, we will send a letter to you confirming

the termination and its date. We will cover emergency treatment only for your animal for a further two weeks after the date of the letter in order to allow you to find

another practice to care for your animal. We will transfer the relevant clinical records to the new practice.

Prescriptions

All clients have a right to ask for a prescription. You may obtain Prescription

Only Medicines, Category V, (POM V's) from your veterinary surgeon OR ask for a prescription to obtain these medicines from another veterinary surgeon or a

pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your animal.

We kindly request that you, the client, give us 24 hours notice for a repeat drug and food collection. Any drugs, once made up, will be charged for whether collected or not.

Repeat Prescriptions

The general policy of this practice is to re-assess an animal requiring repeat prescriptions usually every three months, but this may vary with individual circumstances. A re-examination fee will be charged.

Disclaimer

No addition or variation of these conditions will bind Langford Vets unless it is specifically agreed in writing and signed by a member of the Langford Vets senior management team. No agent or person employed by, or under contract with, Langford Vets has the authority to alter or vary these conditions in anyway.



LOCAL HOTELS, LODGES AND PUBS

Langford Inn	Lower Langford, BS40 5BL (0.5 miles) Tel: 01934 863059
Winston's Hotel	Bristol Road, Churchill (1 mile) Tel: 01934 852348
Lyncombe Lodge	Churchill, BS25 5PQ (1.5 miles) Tel: 01934 854800 (will accept dogs)
Holiday Inn	(A38) Bridgwater Road, Cowslip Green, Bristol (2.2 miles) Tel: 08714 234876
Penscot Inn	The Square, Shipham, North Somerset (4 miles) Tel: 01934 842659 (will accept small and medium sized dogs)
The Seymour Arms	Bath Road, Blagdon, North Somerset (4 miles) Tel: 01761 462279 (will accept dogs)
The Sidcot Hotel	Bridgwater Road, Winscombe, North Somerset (4.5 miles) Tel: 01934 842271
Innlodge	North End Road, Yatton, North Somerset (5 miles) Tel: 01934 839100
The Oakhouse	The Square, Axbridge, Somerset (5.7 miles) Tel: 01934 732444 (will accept dogs)
Travel Inn	Hutton Moor Road, Weston-super-Mare (8 miles) Tel: 01934 622625

LOCAL TAXIS

Apple (Weston super Mare)	01934 414141
Bristol Airport Taxis	0117 9807087
Cheddar Taxis	01934 744744
CPM (Yatton)	01934 835119
North Somerset Taxis	01934 550321

FURTHER INFORMATION

The Tourist Information Centre: Beech Lawns, Weston–super-Mare. Tel: 01934 888800

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Insurance claims

Do you have insurance?

We offer indirect and direct claims



Langford Vets 



When your insurance company reimburses you directly.



What we need from you

- Full payment of your invoice(s) is required to us before your claim can be processed
- No administration fee charged
- You must provide a separate claim form for each visit you wish us to make a claim for.



What we will do

- We will complete your claim form and have it signed by the clinician in charge of your case (or an alternative and authorised staff member)
- We will aim to send it to your insurance company within five working days, providing you have completed the relevant policyholder sections and paid your account in full
- We will send any of our clinical notes, if requested, and any other information that the insurance company may require.

Direct claims

When your insurance company reimburses us

What we need from you

- A £24 administration fee is charged per claim and is payable at the time of each visit
- You must provide a claim form for each visit you are claiming for
- Claim forms must have all relevant policyholder sections completed
- All forms must be signed and dated in the relevant sections stating that payment comes direct to us (Langford Vets Ltd)
- At your initial visit you must provide us with a copy of your valid insurance certificate/schedule, which shows the limit on the policy, the excess amount on the policy, the start date of the policy and any exclusions that may exist on the policy
- Prior to your first Langford Vets visit we ask that you contact your insurance company to give permission for us to speak with them about your policy and outstanding claims.

What we will do

- We will complete your claim form and have it signed by the clinician in charge of your case (or an alternative and authorised staff member)
- We will aim to send it to your insurance company within five working days. We will aim to call your insurance company within 14 working days after sending your claim form to check that it has been received by them
- We will aim to call your insurance company again within 14 working days after the first call, if we have not received payment, to check the status with them
- We will write to you and inform you if we have not received payment from your insurance company after 45 days of sending your claim
- We will send any of our clinical notes, if requested, and any other information that the insurance company may require.

Please note that:

- It is your responsibility to settle your account after 60 days if the insurance company has not reimbursed us by then
- By offering a direct claim we are not creating a contract between ourselves and the insurance company – responsibility for any amounts not paid by the insurance company remain with you, and are required to be settled in line with our standard terms of business.

Excess

This is a payment which must be paid by you, regardless of whether you are making an Indirect or Direct claim.

- It is charged per condition
- If your policy runs into a new policy year whilst making a claim you may be required to pay another excess
- Some policies charge a percentage excess, as well as a fixed excess on the total of a claim (which again must be paid by you)
- Please make sure you have read your full insurance policy schedule before attending your appointment.

Referrals

If your animal has been referred to us for treatment by another veterinary practice.

- Your insurance company will also require a claim from the practice that referred your animal to us, for the initial treatment of the same condition that your animal has been referred to us for
- Some insurance companies will not process our claim until they have received the claim from the referring practice. It is therefore important that you ensure your referring practice has submitted their claim form to your insurance company.

Pre-authorisation

This is when your claim is pre-agreed with the insurance company before treatment of your animal commences.

- Some insurance companies insist on this before any treatment or if treatment is expected to be over a certain value
- At least 10 working days is required before the treatment of your pet for pre-authorisation claim to be completed and approved by an insurance company
- Some insurance companies do not allow you to do a pre-authorisation; you should seek advice directly from your insurer
- We recommend that if your insurance company allows pre-authorisation and time permits you obtain pre-authorisation for your peace of mind
- Please make sure you have read your full insurance policy schedule before attending your appointment.

Langford Vets 

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Langford House
Langford
Bristol
BS40 5DU

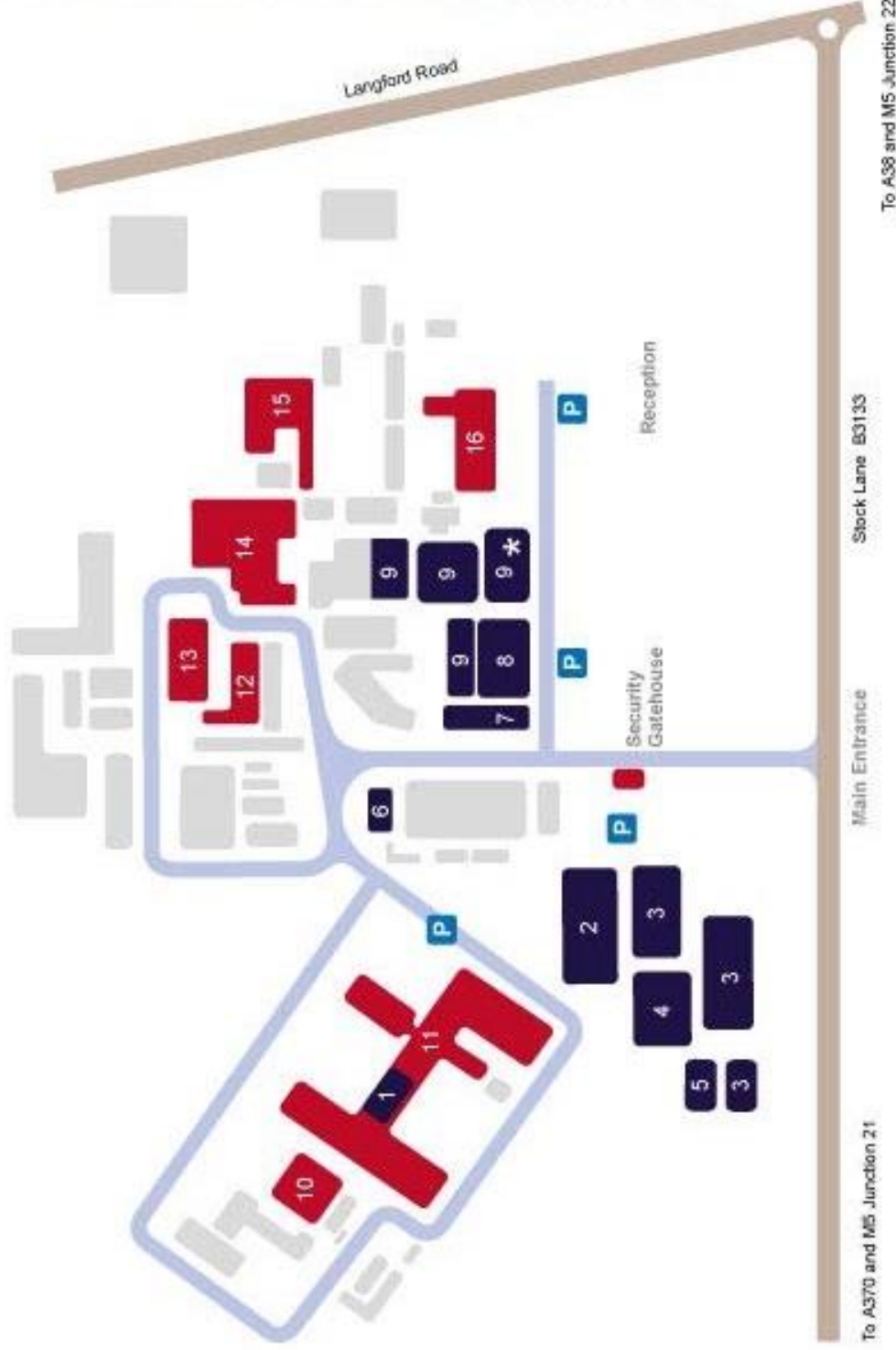
Tel: 0117 394 0513

Langford Veterinary Services

- 1** Diagnostic Laboratories
- 2** Equine Clinical Stables
- 3** Equine Diagnostic Centre
- 4** Equine Surgery
- 5** Equine Treadmill
- 6** Farm Animal Practice
- 7** Hydrotherapy Centre | Scintigraphy Centre
- 8** Small Animal Practice
- 9** Small Animal Referral Hospital
- *** Reception | Langford Vets Head Office

University of Bristol Veterinary Sciences

- 10** RD&T
- 11** Churchill Building
- 12** PM Room
- 13** Dolberry Building
- 14** Harold Pearson Building
- 15** Langford House
- 16** Conference and Communal Centre



From the M5 Motorway

Southbound exit at Junction 21, taking the A370 signposted Bristol. In Congresbury turn right at the first set of traffic lights and follow the B3133 signposted Cheddar and Churchill. Langford House is about 3 miles on the left.

Northbound exit at Junction 22, taking the A38 to Bristol Airport. Pass through Churchill and turn left towards the B3133 signposted Lower Langford and Congresbury. Take the first exit onto the B3133. Langford House is about 0.3 miles on the right.