



Terms and Conditions





Thank you for choosing Bearl Equine Clinic as your equine veterinary practice.

We would like to take this opportunity to welcome you to the Practice.

It is always hoped that your horse or pony lives a long and healthy life, but you can be confident that should a problem arise, you have a well-equipped and professional Equine Veterinary Practice to call upon for assistance.

Bearl Equine Clinic has a team of five equine veterinary surgeons supported by equine veterinary nurses and nursing assistants operating as a first opinion and referral practice. We provide a full ambulatory service and perform mobile radiographs, endoscopy and ultrasound scanning services in addition to routine procedures such as vaccinations, dentals,

health checks, blood sampling and injury management.

Bearl Equine Clinic is equipped with sophisticated diagnostic resources including standing MRI and scintigraphy. Our in-house surgical team provide our own and referred patients with emergency interventions including colic surgery and arthroscopy, as well as routine procedures such as rig, arthrodesis and neurectomy.

We have a wide range of clients from the single horse owner to international riders and we endeavour to serve them all well.





Opening times

The clinic is open Monday to Friday, 08.30 to 17.00 hours and Saturday, 09.00 to 13.00 hours. Our contact number is on the back of this leaflet and all emergency and routine bookings/enquiries required during these hours should be made through this number.

Outside of these hours we provide a full 24-hour emergency cover, using a dedicated "veterinary emergency answering service". Please note Out of Hours emergency visits attract an Out of Hours Surcharge of £57.88 plus VAT in addition to the individual visit charge. The Out of Hours service is provided for emergency calls only to ensure veterinary assistance is available for cases requiring urgent medical attention. Please be sure to consider carefully if the condition is indeed an emergency before calling the vet out of hours.

Payment for Services

It is practice policy to request that you pay the veterinary surgeon at the time of your visit. You can pay in cash or you can call the clinic and pay over the phone using a credit or debit card. Alternatively, you can use your internet banking facility to pay your vet bill using the bank details below. Please be sure to mark any payment with your account number, surname and patient name to enable us to identify and allocate your payment correctly.

Bank Name:..... Lloyds Bank
Sort Code: 30 94 19
Account Number..... 29044960

General Pricing

Bearl Equine Clinic regularly reviews its pricing structure and evaluates it against regional and national practices using recognised third-party benchmarking materials. It is our intention to offer good value for the service we provide.

A summary of current fees for routine work is set out below:

Visit on a round within normal practice parameters.....	£30.17 + VAT
Examination on yard 20 minutes.....	£41.50 + VAT
Re-examine on yard 15 minutes.....	£34.50 + VAT
Flu & Tetanus Vaccination.....	£32.25 + VAT
Dental with Sedation.....	£49.99 + VAT

Credit Facility

Once an acceptable credit history has been established, a credit account can be authorised, and you can pay your account within 14 days of invoice production. Non-payment of invoices within the terms of business will mean the credit account is revoked and payment will become immediately due. We take non-payment of accounts seriously and will take legal action through the small claims court to recover any unpaid monies owed.





Insurance

If you wish to use an insurance policy to pay for non-routine treatment and require us to provide credit, you must provide a copy of your active insurance policy documents along with a completed claim form and any excess payment due. We also ask that your insurance company is advised that Bearl Equine Clinic Limited are paid directly. This is a fixed term of credit.

Please remember that your insurance policy is a private contract between you and your insurer. You are protected by Data Protection legislation and we are not able to access information from your insurance company without your prior consent. If you are making a claim and wish us to manage it for you, you will need to advise your insurers of your intent.

It is advisable to review your policy prior to treatment to ensure there are no exclusions or uninsured items that would compromise your ability to claim. Please be aware your insurance company will not settle any claim without sight of a full clinical history from onset of ownership.

Medical Records

The medical details of the horse or pony in our care will be recorded on the practice management system at the clinic. We will keep the records securely and all staff with access to your records are bound by a confidentiality agreement.

Vaccination Reminders

If we perform a routine flu or tetanus vaccination we will automatically set a renewal reminder to be sent via SMS text to the mobile number held on our database the following year. This is a courtesy service and we cannot accept responsibility for failure to send/receive the SMS as the communication facility is outside of our control. To ensure you do not miss the renewal date for your vaccination it is essential you keep a record of the due date in an appropriate calendar/diary. Vaccination records in passports cannot be backdated under any circumstances.

Medicines and Prescriptions

Your horse or pony may require medication during treatment. Your consent will be sought before any medication is administered unless life-saving emergency treatment is required.

You are entitled to request a prescription for POM-V (Prescription Only Medication – Veterinary) medication as an alternative to supply by Bearl Equine Clinic Limited.

There is a charge of £13.75 for each prescription item. Prescriptions are prepared individually and are for the specific use of the patient undergoing treatment. Prescriptions are normally valid for 6 months, but may be shorter, dependant on the veterinary diagnosis and treatment plan. It is practice policy that to comply with the Veterinary Medicines Directorate, patients must be seen by the veterinary surgeon at least once every six months to maintain current treatment for specific POM-V medication to be dispensed or prescribed. Medication will not be prescribed or dispensed for use with animals that have not been seen by a veterinary surgeon at Bearl Equine Clinic.

Health Plans

Bearl Equine Clinic offers a Health Plan scheme which allows clients to spread the cost of routine care over the year with monthly payments. Prices for a Bronze Health Plan starts at £9.95 per month and covers a visit, health check, quarterly worm counts with worming advice and annual routine vaccination. There are three plans available and details of the plans can be seen at www.bearlequine.co.uk.

Complaints Procedure

We are proud of our reputation for excellent service and are always keen to hear if you have any concerns over the care your horse or pony receives and your experience as a client. If you have any concerns please call the clinic and our receptionist will be happy to help you.

We appreciate the welfare of your horse or pony is paramount to you and we aim to ensure you are supported fully during diagnostics, decision making and treatment plans. You are encouraged to discuss any treatment or care issues with your veterinary surgeon or the nurse assigned to your case at the visit or while staying with us.



Referrals

We offer veterinary practices and their clients a referral service for surgical, diagnostic and medical cases. Following MRI and Scintigraphy all results and treatment plans will be discussed with the referring veterinary surgeon prior to disclosure to clients to ensure continuity of treatment. All referred clients will be handed back to the referring vet on completion of treatment. We do not accept registration of clients who have been referred until at least 6 months has passed from the initial referral in order to protect the relationship between practices involved. Referred clients will be able to access a direct claim on their insurance policy provided they meet the conditions shown above relating to credit for insurance.

Second Opinion

We understand that at times a client may require a second opinion. This can be done in-house or to a named veterinary surgeon of your choice. We will provide a report and all clinical history to the second opinion vet on request.

If you would like any more information regarding services, treatment or financial assistance please do not hesitate to contact us.

01661 842 542 www.bearlequine.co.uk

Facebook: facebook.com/bearl.equineclinic

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