

# Terms and Conditions

This document outlines the contractual terms between Wilson's Veterinary Behaviour Referrals Limited and you (the pet owner or individual requesting veterinary support). The contract is established when you register your pet with Wilson's Veterinary Behaviour Referrals Limited or request veterinary support; at this stage you agree to the terms and conditions.

## Company Information

Wilson's Veterinary Behaviour Referrals Limited is registered in England and Wales; company number 16938962. The registered office address is Unit 6, Plot 9 Exmoor Avenue, Scunthorpe, North Lincolnshire, England, DN15 8NJ.

## Estimates

All service fees are detailed on the website and at the time of booking in Lupa. It is expected that some level of follow-up support will be required to aid with implementation of the behaviour modification plan discussed in the initial consultation. The level of support will depend on many factors (such as the severity of the problem experienced by the pet and the care givers expertise with implementation of the plan). Written estimates can be provided but it is important to note that estimates are approximate and not binding. The amount of follow-up support requested remains at the discretion of the care giver but Wilson's Veterinary Behaviour Referrals Limited can suggest if they recommend follow-up support.

## Fees and payment

We require a non-refundable deposit to secure your booking, and this must be paid in advance of the consultation (either initial or follow-up). Wilson's Veterinary Behaviour Referrals requires all consultations to be paid for in full before the consultation. Non-payment will lead to suspension of future services. If necessary, Wilson's Veterinary Behaviour Referrals will take legal action to recover unpaid invoices and associated fees will be recuperated.

Wilson's Veterinary Behaviour Referrals may accept direct payment from insurance companies, if this agreement is made in advance and is subject to a successful pre-authorisation. You will remain liable for any outstanding fees subsequently declined or not paid by the insurance company, as well as for any excess or exclusions.

## Medications, prescriptions and further investigations

Wilson's Veterinary Behaviour Referrals do not prescribe or dispense medications, instead they make recommendations to the referring veterinary surgeon.

## Clinical records

Clinical and client records remain the property of Wilson's Veterinary Behaviour Referrals. We can share these records with another veterinary practice at the request of the registered owner/caregiver.

If you submit an insurance claim form, Wilson's Veterinary Behaviour Referrals will share your data with the insurance company. By submitting the claim form, you are agreeing to the data being shared with the insurance company.

## Liability

We are insured for our services. For uninsured claims, our liability is limited to the value of the relevant goods or services. We do not exclude liability for death or injury caused by our negligence.

We accept no liability in the event that you suffer any loss due to the provision by you of inaccurate information regarding your pet or if you fail to take the recommended steps.

We may provide you with advice regarding products for your pets; however, you will be responsible for purchasing such products on your own behalf and we accept no liability with regard to such products.

You remain responsible for your pet and its actions during the consultation and any follow-up sessions.

By registering with Wilson's Veterinary Behaviour Referrals, you confirm that you are over 18 years old and you accept that participating in an activity with animals, children, and adults poses a risk of injury to yourself and your pet, and you agree to indemnify us for all personal injury to any of our staff and damage to our property while attending the consultation. You also agree to make any person who accompanies you to the consultation aware that they are also there at their own risk.

## Termination

Either party has the right to terminate this Agreement immediately at any time by giving written notice to the other party in the event that:

1. the other party commits a material breach of this Agreement which cannot be remedied or a breach capable of being remedied and fails to remedy the breach within twenty one (21) days of a written request to do so; or
2. you or any other person accompanying you at the consultation(s) uses abusive, threatening or intimidating behaviours towards their pet or staff at Wilson's Veterinary Behaviour Referrals

## Complaints and feedback

Wilson's Veterinary Behaviour Referrals aims to provide a high level of service. If you are not satisfied with the service received and wish to submit a formal complaint, please do so within 2 weeks of the event that led to the complaint. Your complaint can be submitted in writing to Wilson's Veterinary Behaviour Referrals Limited, Unit 6, Plot 9 Exmoor Avenue, Scunthorpe, North Lincolnshire, England, DN15 8NJ.

## Refund policy

Wilson's Veterinary Behaviour Referrals reserves the right to cancel or reschedule appointments at their discretion. While Wilson's Veterinary Behaviour Referrals aims to give as much notice as possible, circumstances may arise that require immediate action. Wilson's Veterinary Behaviour Referrals will make every effort to notify you of this.

In the event of a cancellation or rescheduling by Wilson's Veterinary Behaviour Referrals, options for rebooking or refunds will be communicated to you. Wilson's Veterinary Behaviour Referrals will make every effort to accommodate your needs within the constraints of availability and service provision.

You (the client) have the right to cancel or reschedule appointments, subject to providing the following notice period.

Company number **16938962**. Registered office address: **Unit 6, Plot 9 Exmoor Avenue, Scunthorpe, North Lincolnshire, England, DN15 8NJ.**

**Notice Period for Cancellation by Customer: 48h**

**Notice Period for Rescheduling by Customer: 48h**

Failure to cancel or reschedule within this specified notice period may result in cancellation fees (which is the fee of the service booked).

Cancellations and rescheduling of appointments can be done via phone, email or through the Lupa platform.

## 14 day 'cooling off' right to cancel

By law, if you enter into a contract at a distance, i.e. where there is no face-to-face negotiation such as via a telephone booking or online, you have a right to cancel within 14 calendar days from the date the contract is concluded. Please see our Terms and Conditions on how on how to cancel. However, if you would like Wilson's Veterinary Behaviour Referrals to provide a service immediately, and if you subsequently decide to cancel within the 14-day cancellation period, you will need to pay for any services delivered until the point at which you cancel. You also acknowledge that if the service has been fully performed during the cancellation period, your cancellation rights will be lost.

## Data Protection

We comply with UK GDPR and the Data Protection Act 2018.

The booking and privacy policies contain additional information on how your data will be handled.

## Governing Law

These terms are governed by the laws of England and Wales. Disputes will be subject to the jurisdiction of the courts of England and Wales.

## Observers in consultations

There may, on occasion, be students or veterinary surgeons observing cases. You may decline for the case to be observed.

## Copyright

If we provide you with manuals or other information, we or the third party author will own the copyright, design right and all other intellectual property rights of the product and any drafts, drawings or illustrations we make in connection with the Services for you.

## Consultations

The consultation fee is set for either initial or follow-up consultations and an estimate is given as to the anticipated length of the consultation, however, the consultation may be completed in a shorter time and this is at the discretion of Wilson's Veterinary Behaviour Referrals. In such circumstances, the full consultation fee remains payable.

Wilson's Veterinary Behaviour Referrals reserves the right to terminate the consultation in the event that the pet's health and/or welfare is compromised, or there is a risk to people.

Advice can only be given in a consultation for the pet which has been referred. For multi-pet households, it may be necessary for each pet involved to be referred by your veterinary surgeon to allow advice to be given relating to all pets involved.

Company number **16938962**. Registered office address: **Unit 6, Plot 9 Exmoor Avenue, Scunthorpe, North Lincolnshire, England, DN15 8NJ.**

The initial consultation fee includes two complimentary phone calls (each up to 30 minutes in duration). These must be conducted within 3 months of the consultation. If you fail to attend or take up the offer of the complimentary calls, you will not be reimbursed and the consultation fee remains unchanged.

## Parking

For clients attending in person, parking is available on site at Unit 6, Plot 9 Exmoor Avenue, Scunthorpe, North Lincolnshire, England, DN15 8NJ. You are parking at your own risk and Wilson's Veterinary Behaviour Referrals do not accept liability for any damages occurred when parking here.

## Out of hours

Wilson's Veterinary Behaviour Referrals are able to offer out-of-hours veterinary behavioural support to registered clients who have been seen for their initial consultation and are within 3 months of the initial consultation, or who continue to remain under the care of Wilson's Veterinary Behaviour Referrals (through having had a follow-up support session within the past 3 months). All other clients (such as those not yet under the care of Wilson's Veterinary Behaviour Referrals) or clients seeking support for non-behavioural conditions, should contact their general practice veterinary surgeon.