



Terms of Business

1. Scope of Services

Exmoor Equine Clinic provides equine veterinary services, including surgery, diagnosis, and treatments. By engaging our services, you agree to the terms outlined in this document.

2. Fees and Payments

- **Estimates:** We provide estimates upon request, subject to change if unexpected complications arise. Updates will be communicated promptly.
- **Consultations:** The standard consultation fee covers a 15-minute examination. Additional time or services may incur further charges.
- **Payment Terms:** Payment is due on the day of the appointment, unless:
 - The animal is insured, and
 - Proof of valid insurance is provided prior to the appointment. In such cases, payment arrangements will be made according to the insurance policy.
- **Methods:** Payments can be made via:
 - Bank Transfer
 - Credit/Debit Card

Outstanding accounts may be referred to debt collection services, with all associated costs borne by the client.

3. Insurance

We encourage insuring your animals against illness or injury. Clients are responsible for settling their accounts with Exmoor Equine Clinic and claiming reimbursement from their insurer. Direct claims may be facilitated at our discretion, subject to an administration fee.

4. Appointments and Emergencies

- Appointments must be booked in advance.
- Emergency services are available 24/7 and may incur additional charges.
- Clients must notify us of cancellations promptly. Late cancellations or missed appointments may result in fees.

5. Medicines and Prescriptions

- Prescription-only medicines (POM-V) require an examination by one of our veterinarians within the last six months.
- Written prescriptions can be provided for use at external pharmacies, subject to a fee.

Exmoor Equine Clinic, Hare & Hounds, West Anstey, Devon, EX36 3PH
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6. Data Protection

We process personal data in accordance with applicable laws. For details on how we handle your data, please refer to our Privacy Policy or contact us at info@exmoorequine.co.uk.

7. Complaints

We value client feedback. If you have concerns, please contact us in writing with details of your complaint. We will acknowledge and address your concerns promptly. If unresolved, complaints regarding professional standards may be referred to the Royal College of Veterinary Surgeons.

8. Limitation of Liability

We are not liable for unforeseen or indirect losses unless caused by gross negligence. Clients are encouraged to insure their equines for their full value.

9. Ownership of Records

All medical records, including diagnostics and imaging, are owned by Exmoor Equine Clinic. Copies may be requested, subject to an administration fee.

10. Withdrawal of Services

We reserve the right to withdraw services in cases of non-payment or breakdown of the professional relationship. Clients will receive written notice and assistance in transferring clinical records.

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