

Terms and Conditions for Pet Pals

1. Appointment and Cancellation Policies:

- Clients can schedule appointments by phone or through our website.
- Please provide at least 24 hours' notice for appointment cancellations.
- A cancellation fee may apply for missed appointments without proper notice.

2. Payment Terms:

- We accept payment by cash, credit cards, and EFTs.
- Payment is due at the time of service or upon discharge of your pet.
- Late payment may incur additional fees or interest charges.

3. Fees and Pricing:

- Our fee schedule for common services and procedures is available upon request.
- Pricing for treatments and surgeries may vary based on individual cases.
- Periodic discounts or promotions may be offered.

4. Medical Records and Confidentiality:

- We maintain detailed medical records for each patient.
- All client and patient information is kept confidential and complies with privacy laws.
- Clients can request copies of their pet's medical records.

5. Treatment Plans and Consent:

- Our veterinarians will create treatment plans and discuss them with clients.
- Clients are required to provide informed consent for all medical procedures.

6. Emergency Care:

- We offer emergency care during business hours.
- For after-hours emergencies, please contact 0112564893.

7. Medication and Prescriptions:

- Medications are dispensed based on veterinary recommendations.
- Prescription refills are available; please allow 24hr for processing.

8. Liability and Disclaimers:

- Outcomes of treatments and surgeries may vary based on individual cases.
- The clinic is not liable for accidents, injuries, or unforeseen events.

9. Ownership of Records and Radiographs:

- The clinic retains ownership of patient records and radiographs.
- Clients can request copies of records for a fee.

10. Client Responsibilities:

- Clients must provide accurate and up-to-date information about their pets.
- Clients are responsible for following treatment plans and complying with clinic policies.

11. Animal Welfare and Euthanasia:

- We are committed to the welfare of animals and follow ethical standards.
- Euthanasia decisions are made based on medical necessity and quality of life.
- Clients can file complaints with the clinic's management for resolution.
- For unresolved issues, clients can contact us with the following details on home screen.

13. Vaccination and Preventative Care:

- Regular vaccinations and preventative care are essential for your pet's health.
- We recommend a schedule for check-ups and vaccinations.

14. Changes to Terms and Conditions:

- The clinic reserves the right to update or modify these terms and conditions.
- Clients will be notified of changes through the clinic's website or by email.

15. Legal Jurisdiction:

- These terms and conditions are governed by the laws of Team7 Pet Pals.

By using our services, you acknowledge that you have read, understood, and agreed to these terms and conditions.