**Terms and Conditions**

The University of Glasgow Pet Practice (“Practice”) and The Small Animal Hospital (“Hospital”) (School of Veterinary Medicine, College of Medical, Veterinary and Life Sciences, 464 Bearsden Road, Glasgow, G61 1QH) are part of the University Court of the University of Glasgow (incorporated under the Universities (Scotland) Act 1889 and having its principal office at University Avenue, Glasgow G12 8QQ, a registered Scottish charity in terms of Section 13 (2) of the Charities and Trustee Investment (Scotland) Act 2005 (Charity Number SC004401), Charity Name 'University of Glasgow Court'.

**These terms and conditions and the form which these terms and conditions are attached to (together “these Terms and Conditions”) are the terms and conditions for the provision of the services.**

Your attention is particularly drawn to the liability paragraph and the entire agreement paragraph below which limit the Practice’s liability under these Terms and Conditions.

**Estimates of Treatment Costs**

The Practice will provide a written estimate as to the probable costs of a course of treatment. You accept that any estimate given can only be approximate and does not include any emergency procedures, follow up treatment or investigation - often an animal’s illness will not follow a conventional course. The Practice will provide regular updates on the current costs of an animal’s treatment. You accept that you are liable for all costs incurred in the treatment of your animal.

**Charges**

All fees, diets and drug charges are subject to Value Added Tax 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 an invoice for every consultation, surgical procedure and/or transaction with the Practice. A cancellation fee of £15 inc VAT will be charged if the Practice does not receive 24 hours advance notice of any unattended appointments.

**Methods of Payment**

You must settle your accounts at the end of the consultation, the discharge of your animal or upon collection of drugs/diets. You may settle your account using cash, cheque (with a current Bankers Card), or credit/debit cards (Switch, Solo, MasterCard, Visa, Delta). 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 interest.

**Settlement Terms**

Should an account remain outstanding, a reminder will be sent. If you do not make any payment due to the Practice by the due date for payment (being the latter of the end of the consultation, the discharge of the animal or upon collection of drugs/diets), the Practice may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of HSBC. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay the Practice interest together with any overdue amount. After due notice to you, overdue accounts will be referred to our Debt Collection Agency and charges (10% of outstanding debt) will be levied in respect of costs incurred in collecting the debt.

**Inability to Pay**

If, for any reason, you are unable to settle your account as specified, the Practice asks that this matter is discussed as soon as possible with a senior member of staff.

**Animal Health Insurance**

The Practice strongly supports the principle of insuring animals against veterinary fees arising as a result of unexpected illness or accidents. It is your responsibility to maintain contact with your insurance company throughout the process and keep the Practice updated.

It is your responsibility to settle the Practice account and you will then reclaim the fees from your insurance company. The Practice will complete any sections of a claim form as soon as reasonably practicable (normally within a 4 week period of receiving the claim). In some circumstance direct claims may be permitted (at the Practice’s sole discretion), however it remains your responsibility that the account is settled. If a pre-authorisation is required it is your responsibility to ensure this is submitted and approval received by the insurer before treatment is carried out.

If a direct claim is made and your insurance has not paid the full balance within sixty (60) days of the form being sent to them, you will be required to settle the full balance. All excesses should be paid immediately by you.

**Ownership of Clinical Records**

Case records including (but not limited to) radiographs, photographs and similar documents are the property of, and will be retained by, the Practice and/or Hospital. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case upon written request of such veterinary surgeon. The care given to an animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though the Practice charges for carrying out investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the Practice and/or Hospital.

**Prescriptions**

Medications cannot be refunded once dispensed (including blister packs) due to unknown and off-site storage conditions. The Practice can provide repeat prescriptions and can also post drugs (although a charge will apply) if required. You may obtain relevant veterinary medicinal products from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy.

**Out of Hours Policy**

Outside of the Practice’s normal opening hours, you will be directed to the First Opinion Out of Hours Service. This service is also located within the Small Animal Hospital (464 Bearsden Road, G61 1QH) and is contactable on 0141 330 7690. The cost for a cat/dog consultation is £190 (as of January 2025).

**Students**

The Practice provides clinical experience for veterinary students and veterinary nursing students. You accept that students, acting under appropriate supervision, may be involved in the examination and care of your animal. In order to provide appropriate supervision and support to the students, The Practice will operate video and audio recording in the consultation rooms.

**Referrals**

There may be instances where treating your pet requires specialist expertise or facilities that we cannot provide as part of the Pet Practice. In these cases we would discuss the option to refer your pet to a specialist either within the Small Animal Hospital or to another hospital locally for treatment. You can request a referral, or a second opinion from a different vet at the Practice or from a vet at a separate practice.

**Retention of Samples**

You give permission for the retention and use of all clinical data/records, pictures (including digital diagnostic images), samples (urine, blood, DNA, biopsies, autopsies) by the Practice and the Hospital for teaching purposes and for future studies to help animal welfare. All such material will be used anonymously.

**Attendance by Particular Clinicians**

No assurance can be given that the treatment will be carried out by a particular veterinary surgeon. This is because the veterinary surgeon may have to attend to other animals at that time. Whenever reasonably possible however, the Practice will try to provide the veterinary surgeon of your choice.

**Feedback**

The Practice welcomes your comments. If you feel that there is something that you wish to discuss, please email [sah-feedback@glasgow.ac.uk](mailto:sah-feedback@glasgow.ac.uk) FAO Primary Care Practice, in the first instance, or send a letter by post to the address below. Each letter/email will be acknowledged within fourteen (14) days and passed to the appropriate person. A response will be provided as soon as possible thereafter. Any queries in relation to treatment costs must be put in writing within fourteen (14) days of the relevant invoice date.

Customer Care & Service Manager

Small Animal Hospital

University of Glasgow

464 Bearsden Road

Glasgow G61 1QH

**Liability**

With regard to injury or death of any animal and any associated losses, the liability of the Practice shall not exceed the higher of two times the cost of the treatment for the relevant animal(s), or five thousand pounds sterling (£5,000) per any one animal or event involving more than one animal. The Practice shall not under any circumstances whatsoever be liable for any:

i. economic loss;

ii. loss of profit;

iii. loss of goodwill;

iv. loss of business;

v. loss of business opportunity;

vi. loss of anticipated saving;

vii. loss or corruption of data or information;

viii. foreseeable loss or damage; or

ix. loss, damage, cost or expense to the extent that such loss damage cost or expense arises from the negligent act or omission on the part of students of the Practice

suffered by you that arises under or in connection with these Terms and Conditions. Nothing in these Terms and Conditions excludes or limits the liability of the Hospital in respect of any liability which cannot, by law, be excluded or limited. You shall not make any claims under, or in relation to, these Terms and Conditions against any individual (including, but not limited to, students of the Practice), any such claims shall be made against the Practice.

**Variation of Terms and Conditions**

No addition or variation of these Terms and Conditions will bind the Practice unless it is specifically agreed in writing and signed by an authorised signatory of the Practice. No other agent or person employed by, or under contract with, the Practice has the authority to alter or vary these Terms and Conditions in anyway.

**Other Important Terms**

The Practice may transfer its rights and obligations under these Terms and Conditions to another organisation, and the Practice will always notify you in writing if this happens. You may only transfer your rights or your obligations under these Terms and Conditions to another person if the Practice agrees in writing. Each of the paragraphs and sub-paragraphs of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs and sub-paragraphs will remain in full force and effect.

If the Practice fails to insist that you perform any of your obligations under these Terms and Conditions, or if the Practice does not enforce its rights against you, or if the Practice delays in doing so, that will not mean that the Practice has waived its rights against you and will not mean that you do not have to comply with those obligations. If the Practice does waive a default by you, the Practice will only do so in writing, and that will not mean that the Practice will automatically waive any later default by you.

**Entire Agreement**

These Terms and Conditions constitute the entire agreement between the Practice and you and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. You agree that you shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Terms and Conditions. You agree that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in these Terms and Conditions.

**Governing Law and Jurisdiction**

These Terms and Conditions and any claims relating to its subject matter (contractual or otherwise) shall be interpreted according to the laws of Scotland. The Practice and you agree to submit to the exclusive jurisdiction of the courts of Scotland.

**University of Glasgow Small Animal Hospital Privacy Notice**

Your Personal Data

The University of Glasgow will be what’s known as the ‘Data Controller’ of your personal data processed in relation to allowing us to treat your animals and to record clinical findings. This privacy notice will explain how The University of Glasgow will process your personal data.

Why we need it

We are collecting your basic personal data such as name, address, telephone number, email address and other contact details in order to allow us to treat your animals, to record clinical findings, for identifying claim forms and other processes pertaining to insurance claims made on your behalf, and to communicate with you. We will only collect data that we need in order to provide and oversee this service to you.

Legal basis for processing your data

We must have a legal basis for processing all personal data. In this instance, the legal basis is to form a contract with you in order to treat your animals. Without this information we will only be able to provide emergency treatment such as pain relief.

What we do with it and who we share it with

All the personal data you submit is processed by staff at the University of Glasgow in the United Kingdom. Your personal data may be shared with a referral hospital and/or with your insurer if you have a pet insurance policy. The Practice and the Hospital provide clinical training for senior veterinary students; you accept that students, acting under appropriate supervision, will have access to your data.

How long do we keep it for

Your data will be retained by the University for seven years. After this time, data will be securely deleted.

What are your rights?

You can request access to the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or, erased. You may also have the right to object to the processing of data and the right to data portability.

If you wish to exercise any of these rights, please contact dp@gla.ac.uk.

Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is being carried out.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner’s Office (ICO) https://ico.org.uk/