

# Terms and Conditions

This document outlines the terms of the contract established between Baw Baw Paws and yourself the animal owner or individual requesting treatment which comes into practice when requesting veterinary treatment or supplies from our clinic.

## **Veterinary Care**

Baw Baw Paws Veterinary Clinic will endeavour to provide veterinary services in accordance with the Australian standards in the relevant legislation which can be found on the AVA (Australian Veterinary Association site)

## **Registration**

It is essential for us to maintain accurate records of our clients and patients. In order to do so, we will periodically ask you to confirm the details we hold. If your details change, please inform us promptly so we can ensure our database is up to date. This will also ensure that you receive all correspondence regarding your pet's health.

## **Costs**

All fees for services and prices for goods (including food, medications and over the counter products) are subject to GST. Prices for goods are as marked or notified at the point of purchase. A full fee breakdown will appear on your invoice.

Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any medications, diagnostics, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case, and the level of expertise required from the staff looking after your animal.

## **Estimates of Treatment Costs**

We will happily provide an estimate as to the probable costs of a course of treatment. Estimates are provided verbally by the Veterinarian during consultation. Written estimates are available on request. All estimates given are only an approximation, and the final fee could vary from this estimate depending on several factors which include but are not limited to complications that arise during treatment and patient response to the treatment. Often a pet's illness/ailment will not follow a typical course of treatment, and sometimes unforeseen expenses may occur –we will endeavour to inform you of any additional costs at our earliest opportunity dependant on your pet's health and safety.

Estimates are valid for 30 days.

## **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet and upon collection of medication, prescriptions, food & over the counter sales. You may settle the account using cash and/or credit/debit card. We accept all major credit cards; all card transactions have a fee attached this is a direct fee to the service provider (smartpay) not to Baw Baw Paws itself.

We do offer payment plans through, Vetpay and Zippay. In house payments for committed long term customers can be arranged, these plans are to be discussed with our clinic staff before treatment or supplies are delivered, the plan is to be subject to strict terms and if any payments are defaulted an administration fee will be applied. For more information about Vetpay and Zippay please refer to our [payment plans](#) page which will link you to the payment provider.

## **Terms of Business**

Accounts are due for settlement at the end of all sales and services. If you prefer a particular treatment but cannot afford to pay for that treatment, you may wish to discuss our options with the clinic staff before treatment is supplied.

## **Collection of Debts**

All invoice are to be paid in full within 7 days, unless authorised by Baw Baw Paws Pty Ltd under a payment plan or subsequent agreement, any overdue or outstanding payments after this date or any faults in your agreement will be charged with an administration fee and all payments sent to our debt collectors for collection, all fees will

be charged with a cost recovery fee as per the term and conditions listed.

Costs of Recovery - The debtor/s shall pay for all costs actually incurred by Baw Baw Paws Pty Ltd in the recovery of any monies owed under this Agreement. You agree to be liable for and indemnify Baw Baw Paws Pty Ltd. These costs include recovery agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis, debt collection commission and legal fees on an indemnity basis.

As a vet, we have professional ethical considerations; however, under the Animal Care and Protection Act 2001, the owner or representative is responsible for the animal. Your inability to pay does not pass that responsibility to us.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full and reserve the right to file a report with the Victorian police Department for theft, if necessary, which could result in a criminal charge. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided, please see our Procedure Deposit Form.

Please note that if a pet is registered with our practice, we will assume that any person other than the registered pet owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and we will assume that the individual requesting treatment accepts liability for all costs incurred.

Where a pet is not registered with our practice, we will also assume that the individual requesting treatment accepts liability for all costs incurred.

If your pet is hospitalised, we will require a 50% deposit to be paid in advance of any period of hospitalisation and/or stage payments for longer periods of hospitalisation. If your pet is hospitalised, we will try to phone you to discuss the progress of your animal, and the fees incurred once the veterinary surgeon has completed their rounds.

### **Appointments, Surgery Bookings and Cancellations**

Appointments and Surgery Bookings are made accordingly to ensure that our Veterinarians and Veterinary Nurses have enough time with our clients and their pet(s) to address their health concerns.

Whilst walk-in appointments are sometimes necessary, they can have a massive impact on not only the Veterinary Team but also the wait times of every client waiting for Veterinary Care. We strongly emphasise the importance of bookings and advise that walk-in appointments will have to wait until time allows for us to see them unless it is identified as an emergency.

It is also best that the number of conditions presented in a standard 20-minute appointment be limited to a maximum of two. This is to ensure that the consulting Veterinarian won't run out of time to discuss your pet's health concerns. If you feel like your appointment will require longer or you wish to discuss more than two conditions, please advise reception when booking your appointment. This way we can make sure your booking will have the appropriate time to discuss everything you wish (extra costs will apply). Appointments that run overtime or run out of hours will also incur extra charges.

Baw Baw Paws Veterinary Surgery reserves the right to refuse your appointment if you turn up more than 5 minutes late. Upon forfeit of your appointment, you will be given alternate times for which you may reschedule at a less busy time. If you are running late, we do request that you please give us a courtesy call beforehand.

Late cancellation of appointments is a major inconvenience to our veterinarians and to other clients who are needing Veterinary Care. We understand that in some cases events can occur meaning your appointments may need to be cancelled or rescheduled. If you need to cancel or postpone your appointment, we would appreciate it if you would provide at least 24 hours' notice. Cancellations or rescheduling by calling the clinic, If you fail to attend the appointment you will be charged the late cancellation/no show fee.

### **Late Cancellation/No Show Fees:**

\$49.00

## **Emergency out of hours care**

Baw Baw Paws does not run an afterhours emergency clinic. All emergencies are directed to

**The Veterinary Referral Hospital (VRH),**  
36 Lonsdale Street, Dandenong VIC 3175  
1300 385 874

## **Zero Tolerance Policy**

All our staff are trained professionals and are dedicated to giving you the necessary assistance you require and will always treat you with courtesy and respect. In return, we ask that you and anyone that you bring with you to our clinic treat our staff with the same courtesy and respect.

We have a ZERO TOLERANCE approach to any of the following behaviour displayed towards our staff or other clients.

- Verbal abuse
- Emotional abuse
- Sexual Abuse
- Racial Abuse
- Aggressive and violent behaviour
- Threats
- Blackmailing
- Use of profanity

We respectfully advise you that abuse and/or violence will not be tolerated, and the police will be contacted.

## **Consent**

Written signed consent for procedures is required in all cases of admission for your pets and any alterations will be agreed upon either verbally or in writing prior to action being taken.

## **Client records**

Client and clinical records shall remain the property of Baw Baw Paws. Copies of clinical records may be passed to another veterinary surgeons on request should you move clinics.

## **Ownership of Records, X-rays & Similar Documents**

The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, the resulting records, clinical or otherwise, remain the property of the practice.

Patient records are the property of the attending veterinarian. Legal precedent indicates that a client does not have a legal right of access to patient records. A veterinarian has the right to decide whether to provide a copy of patient records to clients.

A decision by a veterinarian to refuse to provide an animal's patient record to a client on request by the client – is not sufficient to justify a complaint to the Veterinary Surgeons Board.

## **Privacy Policy**

This privacy policy explains how we collect, use, and protect information that we collect about our customers.

### **What Information Do We Collect?**

We collect personal information such as full names, addresses, phone numbers and emails addresses to ensure high quality services and to comply with legal requirements. We also require your pets information, age, sex, breed, neuter status, colour, weight, species and microchip number.

### **How Do We Use Your Information?**

We use your personal information to provide a service to you, and to comply with any legal requirements. We may also use your personal information to communicate with you about your appointments, follow-up treatments, and other important updates.

### **How Do We Protect Your Information?**

We take the security of your personal information seriously. We have implemented appropriate measures to protect against unauthorised access to your personal information.

### **Do We Share Your Information?**

We do **not** share your personal information with any third parties unless required by law. However, we may share your information with our trusted service providers who assist us in providing our services to you, only if authorised by yourself.

### **How Can You Access or Correct Your Personal Details?**

Our clients can contact our reception team to access or update their personal details. They can do so by calling our office, sending an email or by visiting our surgery in person.

### **Data protection**

When you register your animal with our practice or request veterinary services, we will collect personal information about you and your animal. We only gather information necessary to provide our services, process payments, distribute our newsletter, or make contact, such as names, dates of birth, contact details. Please be aware that if you fail to pay invoices on time, we may share your details with the police, debt collection agencies, and/or our legal advisers to recover outstanding fees.

We will take reasonable precautions to ensure that your data is stored securely, used appropriately, and not disclosed to third parties, except as necessary for the reasons outlined above or for the healthcare of your pet(s).

We take the security and privacy of your personal information seriously and will only use your debit/credit card details for the purpose of processing payments related to your appointments with us when paying over the phone. We will take reasonable steps to ensure the security of your information and will destroy the information immediately after the payment is processed.

### **Dispensing of medication**

Prescriptions are available from this practice. Prescriptions are subject to a dispensing fee; you will be advised of the prescription charge when you contact the practice. Prescription fees are applied only when you request a prescription from us but go elsewhere to have the prescription filled. You are responsible for sourcing these medications from a suitable supplier and should bear in mind that delay in the start of treatment may not be in the best interest of the welfare of your pet. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medications that may be dispensed in house for your animal.

The policy of this practice is to re-assess an animal requiring repeat medications/prescriptions at a maximum every 6 months, however, in more complicated/unstable cases re-examinations will be more frequent depending on the professional judgement of the veterinary surgeon managing that case. Please give us at least 24 hours' notice for any requests for a repeat or written prescription. There is a charge for a re-examination, details of

which will be provided on enquiry.

### **Return of unused medications**

We are happy to accept unused medications back into the practice for disposal only. However, medications which have left the premises are no longer fit for resale and no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.

### **Complaints & Feedback**

We hope that you never feel the need to complain about the standards of service received, however, if you feel there is something you wish to provide feedback about, please contact the Head Nurse or Veterinarian in charge, either by phone or email.