



# McGONNELL & GILLATT

Equine Veterinary Practice Ltd

## CLIENT REGISTRATION FORM

Please complete and sign both pages and either post or email to [office@mghorsevets.co.uk](mailto:office@mghorsevets.co.uk)

### Client Details

Name:	
Home address:	
Home telephone no.	
Mobile telephone no.	
Email address:	

### Horse Details

Name	Age	Breed	Colour	Gender	Height	Passport ID no / microchip

Are your horses kept at home?      Yes      No      If not at home please supply yard address below

Yard/Livery Address:	
----------------------	--

Do you give permission for the Yard to make an appointment on your behalf?    Yes    No

Any other relevant information:

**Information and Data:** McGonnell & Gillatt would like to keep information provided by you on file, for the sole use of the Company directly or indirectly and will not pass or sell your information onto third party marketing companies. We shall take all reasonable precautions to preserve the integrity and prevent any corruption or loss, damage or destruction of the data and information.

**DATA PROTECTION**, please confirm you agree for McGonnell & Gillatt to keep this information on file

Signature \_\_\_\_\_ Date \_\_\_\_\_

**TERMS AND CONDITIONS**

Thank you for entrusting the care and treatment of your equine to McGonnell & Gillatt Equine Veterinary Practice Ltd. We will always aim to provide you with a first class service and to provide your horse or pony with the highest standard of treatment and care.

**Cascade System Medications**

Under the Cascade System we frequently use medications not licensed for equines. By accepting the treatment you have given consent to the use of such medications. If you do not consent to the use of unlicensed medications, please inform the office in writing.

**Fees**

All fees and drug charges are subject to VAT at the current rate. Fee levels are determined by requirements of the case and according to the drugs, materials and consumables used. Information on our fees is available on request and a detailed invoice is raised for every consultation and transaction made with us.

**Estimates of Treatment Costs**

We will, upon request, be pleased to provide a written estimate as to the probable costs of a particular treatment. However, please bear in mind that any estimate given can only be approximate and the final price will depend on the individual requirements of the case. Often a horse's illness will not follow a conventional course

**Methods of Payment**

Invoices are due for settlement on receipt and you may settle your account using: Cheque, Credit/Debit Card, Bank Payment, Cash

**Settlement Terms**

Should your account not be settled within 14 days of date of invoice, then a reminder will be sent. If the account still remains unpaid after 21 days, one further reminder with a non-deductible administration charge of £10.00 will be sent. Any account which remains unpaid after 28 days will be given over to a debt collecting agency and will be subject to any and all necessary action to recover the debt. Any costs involved in these processes will be passed on to you. Any cheque which you issue which is 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 your account being restored to the original sum and may be subject to further charges being added in respect of bank charges and administrative costs.

**Inability to Pay**

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter, as soon as possible with a member of staff. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of the Practice Manager.

**Equine Health Insurance**

McGonnell & Gillatt Equine Veterinary Practice Ltd strongly supports the principle of insuring your equine against unexpected illness or accidents. However, please be aware that it remains your responsibility to settle your account as per our terms and then reclaim the fees from your insurance company retrospectively.

**Complaints and Standards**

We hope that you never have recourse to complain about the standards of service received from McGonnell & Gillatt Equine Veterinary Practice Ltd. However, if you feel that there is something you wish to complain about, please direct your comments, in writing, in the first instance to the Practice Manager.

**Ownership of Records**

Case records including radiographs, ultrasound scans and similar documents are the property of, and will be retained by McGonnell & Gillatt Equine Veterinary Practice Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, the ownership of the resulting records e.g. X-rays, remain the property of the practice. In the event of another veterinary surgeon taking over your horse's treatment and care, we will, upon request, provide copies of records with a summary of the history of your horse to the veterinary surgeon.

**Out-of-Hours Service**

The Practice operates an out-of-hours service for emergencies. This can be accessed by telephoning the normal practice number 01488 657575. You will speak to a receptionist who will take your details and contact our duty veterinarian who will then call you back.

**Referral**

If your horse requires referral to an equine hospital we will make all necessary arrangements and pass on all the relevant case information. It is your responsibility to arrange and pay for transport to and from the referral hospital. It is also your responsibility to pay any and all bills relating to your equines care whilst at the referral hospital. Please note, some referral hospitals will require payment on collection of your horse.

**Variations in Terms of Trading**

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Practice Directors. Additionally no agent or person employed by, or under contract with, the Practice has the authority to later alter or vary these conditions in any way.

**I confirm I have read and agree with the Terms and Conditions set out by McGonnell and Gillatt Equine Veterinary Practice Ltd.**

----- Date .....

Signature

McGonnell & Gillatt Equine Veterinary Practice Ltd, 1 Denford Manor Barn, Bath Road, Hungerford, Berks, RG17 0UN

Telephone 01488 657575    www.horse-vets.com