



Terms and Conditions

Our Commitment to You

At Sandbeck Veterinary Centre, we endeavour to:

- Provide the best possible care and service for you and your pet(s).
- Uphold and comply with the Royal College of Veterinary Surgeons (RCVS) Code of Conduct and other relevant authorities.
- Keep you informed of any delays or changes to your appointment. While we aim to run on time, unforeseen clinical emergencies may cause delays.
- Provide an estimate of costs upon request, prior to any treatment. We pride ourselves on transparency in our fees.
- Maintain client confidentiality (see our Data Protection section).
- Respond to any concerns or queries promptly (see our Complaints Procedure below).

Out-of-Hours Service

Our standard opening hours are listed on our website. While we do not currently provide our own out-of-hours cover, we work closely with:

- Swift Referrals, Thorpe Arch

Other local 24 hour emergency clinics are:

- Medivet 24-Hour – Skeldale Veterinary Centre, Thirsk
- Abbey House Vets, Leeds

All are dedicated emergency facilities that offer telephone advice and emergency appointments.

To access out-of-hours care, please call our usual number – 01937 228780 – and follow the recorded instructions.

Missed Appointments

We understand that life is busy and appointments may occasionally be missed. However, repeated missed appointments may incur a charge at our discretion.

Prescription Requests

- Please allow 48 hours' notice for all prescription requests.
- In urgent cases, we will do our utmost to fulfil your request promptly.
- Regular examinations are required for us to issue repeat prescriptions, based on clinical need and subject to a reduced consultation fee.
- Written prescriptions are available on request, These are valid for 6 months (or 28 days for controlled drugs) and are chargeable.

Medication Postage

- All posted medications incur a charge to cover packaging and 24-hour tracked delivery.
- We accept no responsibility for loss or delay once the package has been posted.
- You may request a tracking number to follow up directly with the postal service.

Data Protection & Records

- We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Your information is stored securely for account management and medical records.
- We will not share your personal information, except where required (e.g. debt recovery).
- Your data is used for relevant communications such as test results, treatment updates, and appointment reminders. You may opt out of reminders.
- We can only discuss care or accounts with the named account holder(s).
- Clinical records and images remain the property of Sandbeck Veterinary Centre Ltd. Copies can be sent to you or another practice upon request.

Social Media

Our official social media pages (e.g., Facebook, Instagram) are monitored by designated staff members to ensure appropriate and respectful use.

Fees and Payments

- All fees are due at the time of treatment unless prior arrangements have been made with the Practice Manager or a Director.
- If costs exceed your budget, please speak to us before treatment starts. We will do our best to find a suitable plan.
- Outstanding debts will be referred to a third-party debt collection agency if not resolved after appropriate notice.

Pet Insurance

We strongly advise insuring your pet for unforeseen illness or injury.

- Insurance is a private agreement between you and your provider.
- We cannot recommend specific policies but are happy to discuss your options.
- Claim processing time: Up to 14 working days
- Indirect claims: You pay us; your insurer reimburses you (preferred method).
- Direct claims: Only with prior agreement, following a policy check. A small admin fee applies. You remain liable for any unpaid amounts.

Telephone Call Recording

All calls may be recorded for training and monitoring purposes.

Payment calls are paused during card details input to protect your privacy.

Your Responsibilities as a Client

- Treat our team with courtesy and respect.
- Keep dogs on leads and cats in secure carriers when visiting.
- Raise any concerns as early as possible to allow us time to address them.
- Inform us promptly of any changes to your contact details.
- Settle accounts at the time of treatment (see Payment section).
- Abusive or threatening behaviour will result in immediate and permanent withdrawal of our services.

We reserve the right to decline or discontinue our services.