

**COBHAM VETERINARY CENTRE LTD.**  
**BYFLEET ROAD, COBHAM, SURREY, KT11 1DS**  
**TEL: 01932 868786 Email: [office@johnballcobham.co.uk](mailto:office@johnballcobham.co.uk)**  
**Website: [www.cobhamvets.co.uk](http://www.cobhamvets.co.uk)**

**ALSO AT: DITTON REACH VETERINARY SURGERY**  
**132 MANOR ROAD NORTH, THAMES DITTON, SURREY KT7 0BH**  
**TEL: 020-8224 5454 Email: [dittonreach@gmail.com](mailto:dittonreach@gmail.com)**  
**Website: [www.dittonreach-vets.co.uk](http://www.dittonreach-vets.co.uk)**

**TERMS AND CONDITIONS 30<sup>TH</sup> SEPTEMBER 2010**  
**Revised 10<sup>th</sup> September, 2013**  
**Revised 15<sup>th</sup> May, 2018**

**You should keep a copy of these terms and conditions for your records.**

**By using our services you enter into a legally binding contract**

A contract between you and us will come into being when you agree orally that we should provide the Services to you. The binding contract shall come into force on the date you first receive treatment after becoming a pet patient.

**Providing the Services**

Once we and you have entered into a legally binding contract we will normally start providing the Services to you from our premises and if applicable straight away or on a date agreed between us with/without further discussion with you. Occasionally the Services will be provided at some other date or time or be dependent on a number of factors. Our aim is to always provide you with the Services:

- (i) using reasonable care and skill;
- (ii) in compliance with commonly accepted practices and standards in veterinary practice;
- (iii) in compliance with English Law and regulations in force at the time we are carrying out the Services.

**Days and times when we normally provide the Services and performance of Services away from the Premises**

Unless we agree otherwise we will provide the Services on normal working days and start work no earlier than 8.30am and finish work no later than 7pm. A normal working day for us means Mondays to Fridays, excluding any bank or other national holidays, and Saturdays until 12 noon.

The performance of some of the Services may take place away from the Premises. We may be able only to carry out some of the activities in performing the Services other than at your Premises or when you are present.

**Timing**

We aim to carry out the veterinary services by the dates and times we either agree with you or notify to you, but we cannot guarantee or provide a firm commitment that we will start performing the Services by a specified date or time or we will complete the performance of all the Services by any specified date or time or the performance of any individual part of the Services will be completed by a specified date or time.

**Price, estimates and payment**

Our prices will vary depending on the care or treatment required by your pet. As a guideline please refer to our prices displayed or request a quote.

**When payment is required**

Payment for our Services is normally made in two ways; either (usually) at the time we finish performing the Services, or within 14 days by discretionary agreement. If we do not receive payments in 14 days we will write to you putting you on notice that your account is overdue and that if payment is not made within seven days of the date of the chasing letter then your details will be passed to our debt collection agents Daniels Silverman Limited. We may also charge a late-payment fee of 10% of the total amount owed, if payment is not made within the 14 day period. We may suspend our services for remaining works until you make payment.

**ADDITIONAL CONDITION**

All invoices are due for payment on the 30th day of the month following the invoice date unless agreed otherwise. Any invoice outstanding beyond this period will be referred to Daniels Silverman Limited and will be subject to a surcharge of 20% plus vat to cover the collection costs incurred. This surcharge together with all other charges and legal fees incurred will be the responsibility of the customer and will be legally enforceable.

**Communicating with us and Data Protection Notice**

We are a registered Data Controller under the Data Protection Act 1998, updated to the General Data Protection Regulations in May 2018. We will use your personal data to inform you about our services and information which may be of benefit to you and your pet, e.g. booster vaccination reminders. If you do not wish us to use this data for these purposes then please notify us in writing at the address overleaf or through our website. Client contact detail update forms are available at reception, which also contain Contact Preferences. Please see our full Privacy Policy, either on our website [www.cobhamvets.co.uk](http://www.cobhamvets.co.uk), request a copy by email to [office@johnballcobham.co.uk](mailto:office@johnballcobham.co.uk), or ask to see a hard copy at reception.

**Amendments to the contract terms and conditions**

We will have the right to amend the terms and conditions of this contract where we need to do so in order to comply with changes in the law or for commercial or regulatory reasons.

**Contacting each other**

If you wish to send us any notice or letter then it needs to be sent to the practice address and should be marked for the attention of the practice manager. Alternatively email the Practice Manager to: [office@johnballcobham.co.uk](mailto:office@johnballcobham.co.uk)

**Law and jurisdiction**

This contract shall be governed and construed by the law of England and you and we agree to submit to the jurisdiction of the courts of England and Wales.

Please note if you provide false or inaccurate information and we suspect fraud, we will record this.