



Black Sheep
VETS



East Lincolnshire
Emergency Vets

Eastfield Rd, Louth, Lincolnshire, LN11 7AN. (01507) 609 929.

Terms of Business

Practice Details

This veterinary practice is operated by an independent limited company registered in England and Wales under company number 05832221. The registered name is **C and S Goodear Services Ltd**, trading as **Black Sheep Vets** (general practice) and **East Lincolnshire Emergency Vets (ELEV)** (out-of-hours provider). Our registered address is Eastfield House, Eastfield Road, Louth, Lincolnshire, LN11 7AN.

These Terms of Business outline the contract between you (the registered animal owner or individual requesting veterinary services) and us. This contract is established upon registering your animal with our practice or when you request veterinary services.

If you have any questions about these terms, please don't hesitate to ask.

1. Treatment Estimates and Fees

Estimates

We provide verbal estimates at the time of booking or during your appointment. Written estimates are available upon request. Please note that these are approximate and may vary depending on patient response or unforeseen complications. We will aim to inform you promptly of any significant increase in cost.

Fees

All services, goods, and medications are subject to VAT at the prevailing rate. Charges include professional fees and the cost of any drugs, consumables, or materials used. A detailed invoice will be provided.

If someone other than the registered owner brings the pet in, we will assume they are authorised to seek and consent to treatment and accept associated costs.

2. Payment Terms

Payment is due in full at the time of consultation, collection of medication, or discharge of your pet. We accept:

- Cash



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- Credit/debit cards (excluding American Express)
- Bank transfer
- PetsApp

We do **not** accept cheques.

If payment is not made at the time of treatment, we reserve the right to:

- Apply surcharges to outstanding balances
- Charge administrative fees for follow-up communications (invoices, calls, emails, letters)
- Refer overdue accounts to a Debt Collection Agency (which may incur additional charges and affect your credit rating)
- Suspend all further services and goods until debts are cleared

We may also request **payment in advance** for certain treatments or visits.

3. Insurance Claims

We strongly recommend pet insurance to protect against unexpected costs.

Standard Claims

Unless agreed otherwise, payment must be made in full before we process your insurance claim. We do not charge a fee for processing claims payable directly to you.

Direct Claims

In some cases (e.g., where costs exceed £500 and are pre-authorised), we may agree to process a direct claim. This is subject to an administration fee. You will need to pay:

- The insurance policy excess
- Any anticipated shortfall at the time of treatment
- Any remaining balance not covered by the insurer, if the claim is partially or fully denied



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Please note: A direct claim is **not a guarantee** of reimbursement by your insurer. Any unpaid amount remains your responsibility.

We aim to complete insurance claims within 5 working days of being presented with a full, complete and signed claim form.

4. Dispensing of Medicines

- Most medicines are dispensed directly by our practice.
- Written prescriptions are available upon request (a prescription charge will be applicable).
- Re-examinations are required for repeat prescriptions; charges apply.
- We do not offer refunds on returned medications due to strict storage and resale regulations.

In some cases, medicines may be prescribed outside their licensed indications ("off-label") or imported under a Special Import Certificate. By accepting treatment, you acknowledge the potential risks and side effects. You will be asked to sign an 'off-license' form.

5. House Visits

We encourage clients to bring pets to the practice, where full facilities are available. In certain cases, home visits may be arranged at additional cost, subject to staff availability.

- Please call in advance to book.
 - House visit fees must be **paid in full at the time of booking**.
 - These fees are **non-refundable** if cancelled within 24 hours of the appointment.
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6. Out-of-Hours Care and Hospitalisation

Emergency care outside of regular hours is provided by **East Lincolnshire Emergency Vets (ELEV)**, located within our building. ELEV can be contacted on **01507 304550**.

- As of January 2025, the standard out-of-hours consultation fee is **£240** including VAT, plus any treatment or medications.
- Fees incurred with ELEV must be paid directly to them.

We have Veterinary Surgeons and Registered Veterinary Nurses on-site 24/7. If your pet is hospitalised overnight, they will be transferred back to the daytime Black Sheep Vets team in the morning.

7. Liability

Our liability is limited to the value of the services and/or goods provided and is in accordance with our insurance cover. For uninsured claims, our liability will not exceed the cost of the goods/services related to the claim.

8. Referrals and Second Opinions

If your pet requires care beyond our capabilities, we will recommend a referral to a qualified external veterinary provider, considering factors such as:

- Experience of the referral vet
- Urgency and complexity of the case
- Insurance limitations and location

We will provide all relevant medical records and test results to the referral practice. Final payment arrangements are to be made between you and the referral provider.



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9. Ownership of Records

Medical records, including radiographs and laboratory results, remain the property of Black Sheep Vets. With your consent, records can be shared with another practice if your pet is referred or transferred.

Clinical records are accessible by both Black Sheep Vets and ELEV to ensure continuity of care. We will never sell or share your data without your permission.

10. CCTV and AI Scribing Software

For the safety and security of clients, staff, and patients, **CCTV is in operation** throughout our premises. Recordings may be used for training, security, or investigation purposes.

We also use **AI-powered scribing software** to assist with accurate note-taking during consultations. This allows for efficient and precise documentation of your pet's care. All recorded data is handled in accordance with our privacy and data protection policies.

11. Data Protection

We comply with the Data Protection Act 2018. Personal data collected is used strictly for:

- Providing veterinary services
- Processing payments
- Contacting you about your pet's care
- Reminders and relevant offers

Data may be shared with debt collection agencies or legal advisers for unpaid fees. You have the right to request details of the data we hold for a small fee of £10.

Photographic ID may be requested during registration for identity verification purposes. This will not be retained.



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12. Feedback and Complaints

We aim to deliver a high standard of care and value all feedback. If you are dissatisfied with any aspect of our service, please:

- Raise concerns at the time, if possible
- For formal complaints, email or write to us as soon as possible

Full complaint guidance is available at www.blacksheepvets.co.uk

You can also email: admin@blacksheepvets.co.uk or
admin@eastlincsemergencyvets.co.uk

13. Zero Tolerance Policy

We are committed to providing a safe, respectful, and professional environment for our clients, their animals, and our team.

We operate a **zero-tolerance policy** towards abusive, aggressive, or inappropriate behaviour. This includes, but is not limited to:

- Verbal abuse, shouting, or intimidation
- Threatening, discriminatory, or offensive language
- Physical aggression or threats of violence
- Inappropriate or disruptive behaviour on our premises, via telephone, email, PetsApp, or social media

Our Right to Refuse or Withdraw Services

Where behaviour is deemed unacceptable, we reserve the right to:

- Issue a formal warning
- Suspend or restrict services
- Terminate the client relationship immediately and without further notice

In such cases, we will provide your pet's clinical records to another veterinary provider of your choice upon request and in accordance with our data transfer policy. No further appointments, medications, or services will be provided once the



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relationship has been ended, except where immediate emergency treatment is required under our professional obligations.

Thank you for treating our team with the same courtesy and respect we aim to show all of our clients and patients.

Thank you for choosing Black Sheep Vets and East Lincolnshire Emergency Vets. We look forward to caring for your pets.