



# Tysul Vets

The Surgery, Pencader Road, Llandysul  
Carmarthenshire. SA44 4AE  
Tel: 01559 363318 Fax: 01559 362881  
Email: [vets@tysulvets.co.uk](mailto:vets@tysulvets.co.uk)  
VAT Reg No: 122 0474 18



## **TERMS & CONDITIONS OF BUSINESS – Farm & Equine (Updated 01/02/2026)**

This document details our Tysul Vets Terms and Conditions. By accepting our services and/or purchase of goods you are contractually agreeing to Practice Terms of Business as printed below. A copy of these Terms & Conditions is also available on our website [www.tysulvets.co.uk](http://www.tysulvets.co.uk)

### **Fees**

All fees, consumables and drug charges are subject to VAT at the current rate.

Professional fee levels are determined by a chargeable visit, the time spent on a call and according to the drugs, resources, materials and consumables used.  
A detailed invoice is generated and issued for all transactions.

Out-of-hours fees are charged when a veterinary surgeon is called to attend to your animal(s) outside of the normal surgery hours (Normal Surgery hours are Monday to Friday 8.30 am – 5.00 pm. Weekend Saturday 12 noon to 8.30 AM Monday and Bank Holidays.

There are occasions when we incur costs on your behalf, such as tests performed at specialist laboratories, and these may be invoiced to you later.

In giving instructions, either in person or by your agent, for an animal to be treated, you will be responsible for our charges.

### **Payment of invoices:**

Payment of invoices is due within 30 days of the date of invoice.

### **Methods of Payment**

Our preferred method of payment is by Bank Transfer, details on invoices or by request, Debit Card or Cash. *Cheques are acceptable but should be presented in sufficient time to clear in our account within the 30 days.*

### **Late payment**

**All invoices** will incur a credit charge of 1% of the outstanding amount after 30 days of invoice. Compound interest charges will accrue every 30 days thereafter.

**Non-payment after 60 days** will result in court action, incurring additional administration charges which will be added to the total debt. And any drug discounts may be revoked at the discretion of the Directors.

**Overdue accounts**, after due notice to you, will be referred to the County Courts if satisfactory repayment arrangements have not been made with ourselves and all costs incurred will be passed to you.

Any cheque that you issue that is returned unpaid, any credit/debit card payment not



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honoured, and any cash tendered that is found to be counterfeit will result in your account being restored to the original amount together with any fees incurred in the process.

Failure to comply with payment terms may result in you no longer being able to have credit facilities with the Practice so all treatments will then have to be paid for at every supply of goods and services or the complete withdrawal of our services.

## Estimates

If requested, we can provide an estimate of the costs of treatment, but this will only be approximate as variations and complications may arise resulting in further costs incurred.

## New Clients

We accept new clients, who have completed our registration form and given credit/debit card details for settlement of all invoices in the first 3 months and/or until an acceptable credit rating has been established.

Details, including relevant medical history, and credit references may be obtained from the previous attending Veterinary surgeon, unless we are advised otherwise by you in writing.

## Inability to Pay

If, for any reason, you are in the unfortunate position of being unable to settle an outstanding account, or further treatment required by your animal/s please call the Practice straight away to discuss this matter with either the Practice Manager or a Director of the Veterinary Practice. Please be advised that instalments or part-payments of any accounts can only sanctioned with the express permission of the **Directors**. Late payment interest charges will still be levied onto your account each month until the account is paid off in full.

## Disputes

Any dispute with fees/service presented must be put in writing to the **Practice Manager** within **3 days** of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then overdue accounts procedure will become effective. Therefore clients are always advised to settle their account on time, and if there is a dispute this payment being made without prejudice.

## Complaints & Standards

We hope that you never feel the need to complain about the standard of service received from Tysul Vets. However, if you feel that there is something you wish to complain about, please see our 'Complaints Procedure – Client's Guidance' which is contained in this pack.



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## Instructions

In certain situations, we understand that requests will be made by persons acting as your agent, such as farm manager, stable manager or stable owner. We will assume, unless advised in writing by yourself, that they have your authority and are acting in your interest and on your behalf.

We cannot accept instructions from anybody under the age of 18 years.

It is the client's responsibility to keep their account update with current contact details.

## Termination of Service

You can ask us to stop treatment of your animal(s) at any time, likewise we can stop treatment if you do not accept our advice, fail to pay your account within the 30 day period or if we are prohibited by law from doing any further work. Also, we will stop treatment, if sadly, the relationship between you and us breaks down. On termination of work we will invoice you for any work already done and we reserve the right to hold your animal(s) records, x-rays, etc.

Large Animal Prescription – in feed Medication  
£31.50 ex vat £18.00 (including VAT)

Pom V Drugs £20 for the first item and £10 for  
each additional item (inclusive of VAT)

You may obtain Prescription Only Medicines, category V (POM-V) from your veterinary surgeon or ask for a prescription and obtain these from another veterinary surgeon or pharmacy. Your veterinary surgeon may only prescribe POM-Vs for animals under his/her



care. A prescription may not be appropriate if your animal requires immediate treatment.

You will be informed, on request, of the price of any medication that may be prescribed for your animal(s).

We can only prescribe medications for animals that are registered with our Practice and have already been treated and/or inspected by one of the Practices Veterinary Surgeons. To comply with current RCVS regulations, **we cannot supply medication or prescription without first seeing the animal.**

### **Repeat Prescriptions**

The policy of this Practice is to **re-assess** any animal requiring repeat prescriptions **every six months** and you will be charged the normal call-out charge and/or re-examination fee. This is to comply with new Government legislation and thus cannot be avoided. Please note that depending on the condition being treated this is subject to variation and re-assessment may be more regularly than every six months and is subject to the discretion of the Veterinary Surgeon.

We ask that you give us at least **2/3 working days notice** when ordering repeat prescription drugs either for collection from the office or to be posted. All drugs must be approved by one of the Veterinary Surgeons before our Reception staff are authorized to issue them to you and in some cases, we may have to order the drugs into stock so please do allow enough time.

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, together with all other case records, remains with the practice.

We retain the responsibility for radiographs and ultrasound scans, but at your request these can be forwarded to another Veterinary surgeon.



## **Insurance Claims**

It is the responsibility of you, the policyholder, to ensure that your insurance company settle your account promptly and please be aware that you will be liable for any late payment surcharges on your account. Should the account remain unpaid for more than 90 days, we will ask you for full settlement to prevent any debt recovery action being taken. If you wish to make a claim, then you should notify us as soon as possible and present us with the required information of your insurance policy. *We will issue a insurance leaflet to provide you with further information about making a claim.*

## **Data Protection**

We promise to use client details only for the purpose of our business. We will not intentionally pass any details to third parties, unless specifically detailed below, without your permission. We may, from time to time send you veterinary information that would be relevant to you. We aim to maintain your details correct on our database. You, the client, will provide us with correct and updated personal information to allow us to provide our services to you. These include name, contact details, animal details, details of owners or those looking after the animals and details of any other vet the animal has been registered with. Ownership or Records, Case records, x-rays, scans and similar documents are the property of, and will be retained by Tysul Vets. Even though a charge may be made for carrying out and interpreting the results, ownership of the resulting record (eg: an x-ray or ultrasound scan) remains the property of the practice. Upon request, copies of records with a summary of the history of your animal(s) will be passed on to another veterinary surgeon taking over the treatment and care of your animal(s). Our full 'Privacy Policy' can be found on our website. [www.tysulvets.co.uk](http://www.tysulvets.co.uk)

## **Variation in Terms and Conditions of Business**

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Directors of Tysul Vets. Additionally, no agent or person employed by or under contract with the Practice have the authority to alter or vary these terms and conditions in any way. Terms & Conditions may be revised from time to time and will be posted on the web site ([www.tysulvets.co.uk](http://www.tysulvets.co.uk)). No variations to these terms and conditions will bind Tysul Vets unless specifically agreed in writing



## Complaints Procedures – Guidelines for Clients

We aim to provide a high standard of service to both you and your animals, we endeavour to always meet these standards but there may be instances where we may not meet your expectations. However, should you have any concerns, please speak initially to a senior member of staff, such as the Practice Manager or Veterinary Surgeon. In our experience most complaints arise through a simple misunderstanding and can be resolved through better communication.

Any dispute with fees/service presented must be put in writing to the Practice Manager within 3 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then overdue accounts procedure will become effective. Therefore, clients are always advised to settle their account on time.

More serious complaints must be addressed, in writing, to the Directors of the Practice, with as much detail as possible to enable us to deal with your complaint effectively. We aim to acknowledge all correspondence within 5 days, and to respond fully once the matter has been investigated, where possible within 14 days of the complaint being made. Where investigations are likely to take longer, we will inform you.

If you feel that your complaint has not been resolved satisfactorily following our investigation, you can contact the **Royal College of Veterinary Surgeons** at the following address: **Royal College of Veterinary Surgeons, Belgravia House 62-64 Horseferry Road, London SW1P 2AF**

*Please be aware that Tysul Vets will not tolerate any aggressive, or abusive behaviour to any member of staff at any time. Any client behaving in this way will be asked to leave the premises immediately and will then be notified in writing that they need to find alternative veterinary cover.*