



TERMS AND CONDITIONS

EMERGENCY MOBILE VET

Welcome to *Emergency Mobile Vet Ltd* (referred to as "we", "us", or "our"). By accessing and using our website, **emergencymobilevet.co.uk**, you agree to comply with and be bound by the following terms and conditions. If you disagree with any part of these terms and conditions, please do not use our services. These terms apply to all users of the website, including visitors, customers, and vendors.

1. **Services Provided**

Emergency Mobile Vet offers veterinary care delivered directly to your home, addressing emergency and routine health issues for pets. Our services are designed to provide convenience, comfort, and immediate care for your pets in the familiar surroundings of your home.

- **Emergency Care**: Immediate assistance for urgent medical conditions.
- **Routine Care**: General check-ups, vaccinations, and consultations.
- **At-Home Euthanasia**: End-of-life care for pets in a compassionate and comfortable environment.

Please note that not all veterinary services may be available in every location or at all times. In some cases, we may need to refer your pet to a specialist or recommend hospital-based care for more advanced treatments or surgeries.

2. **Appointments and Cancellations**

- **Booking Appointments**: Appointments can be booked via our website, phone, or email. We strive to confirm all bookings within a reasonable time and provide you with a

scheduled window of when to expect our visit.

- **Cancellations and Rescheduling**: We require at least 24 hours' notice for cancellations or changes to scheduled appointments. Cancellations made with less than 24 hours' notice may incur a cancellation fee, which will be communicated at the time of booking.

- **No-Show Policy**: If you are not present at the agreed location during the scheduled appointment time, we reserve the right to charge a "no-show" fee. It is your responsibility to ensure someone is available to present your pet at the agreed time and location.

- **Emergency Appointments**: For urgent medical emergencies, we do our best to attend as quickly as possible. However, due to the mobile nature of our service, arrival times may vary depending on traffic and other emergencies.

. **Treatment Consent and Medical Records**

- **Informed Consent**: By engaging our services, you agree to the diagnosis, treatment, and any medical intervention as recommended by our veterinarians. We will explain all treatment options, including potential risks, and obtain your consent before proceeding with any treatment.

- **Medical Records**: We maintain detailed records of all consultations, treatments, and services provided. These records are confidential and will only be shared with you, other veterinary professionals (if referred), or where required by law. You may request a copy of your pet's medical records at any time.

3. **Service Availability**

Our services are subject to availability and geographic limitations. While we strive to cover as many areas as possible, there may be times when we are unable to provide service to your location. In such cases, we will inform you as soon as possible and may offer alternative arrangements or recommend local clinics.

4. **Fees and Payments**

- **Fees**: Fees for all services, including consultation fees, emergency call-out fees, and treatment costs, are clearly stated at the time of booking. Some services, such as after-hours care, may incur additional fees, which will be communicated upfront.

- **Payment Terms**: Full payment is due at the time of service. We accept payment by credit card, debit card, or bank transfers.

- **Failure to Pay**: Non-payment or failure to settle outstanding fees will result in additional collection efforts and may affect your ability to use our services in the future. We may also charge interest on overdue payments in accordance with legal guidelines.

- **Refunds**: Refunds are only provided in exceptional circumstances and are subject to the discretion of **Emergency Mobile Vet**. Refund requests must be made within 7 days of the service date and will be reviewed on a case-by-case basis and they are not guaranteed.

6. **Liability**

- **General Liability**: While we aim to provide the highest standard of veterinary care, **Emergency Mobile Vet** cannot guarantee specific results or outcomes. Veterinary medicine is inherently unpredictable, and outcomes depend on various factors, including your pet's health condition and response to treatment.

- **Limitation of Liability**: We are not liable for any indirect, consequential, or incidental damages that arise from the use of our services, including lost income, loss of pets, or emotional distress. Our maximum liability for any claim is limited to the amount paid for the relevant service.

- **Emergency Referral**: If your pet requires urgent care beyond what we can provide, we may refer you to an emergency hospital or specialist clinic. We cannot be held liable for any outcomes arising from services provided by third-party specialists or emergency facilities.

7. **Pet Owner Responsibilities**

- **Accurate Information**: You agree to provide accurate and up-to-date information about your pet's medical history, current condition, and any medications or treatments

your pet has received. Failure to provide accurate information may affect the outcome of the treatment.

- **Safe Environment**: You are responsible for ensuring a safe environment for our veterinary staff during home visits. This includes securing aggressive animals, ensuring proper lighting, and providing a clean and accessible space for the examination and treatment of your pet.

8. **Use of Website and Digital Services**

- **Website Content**: The content on **emergencymobilevet.co.uk** is for general informational purposes only and is not intended to replace professional veterinary advice. We aim to ensure that the information on our website is accurate and up-to-date, but we make no warranties or guarantees regarding its accuracy or completeness.

- **Appointment Scheduling**: By booking an appointment through our website, you agree that all details provided are accurate and truthful. Failure to provide accurate information may result in the cancellation of your appointment.

- **Third-Party Links**: Our website may contain links to third-party websites. These links are provided for convenience only, and we are not responsible for the content or practices of any linked websites.

9. **Changes to Terms and Services**

We reserve the right to modify these terms and conditions at any time without prior notice. Any changes will be posted on our website, and continued use of our services will be deemed acceptance of the updated terms.

10. **Governing Law and Jurisdiction**

These terms and conditions are governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising from these terms or the use of our services will be subject to the exclusive jurisdiction of the courts of England and Wales.

If you have any questions or concerns about these terms and conditions, please contact us at:

Website: www.emergencymobilevet.co.uk

Email: contact@emergencymobilevet.co.uk

Phone: 07880 755569