



STRATHBOGIE VETERINARY CENTRE LTD VETERINARY SURGEONS



39 Gordon Street, Huntly, Aberdeenshire, AB54 8EQ,
Telephone: 01466 792627

“SERVING TOWN AND COUNTRY”

Terms of Business

We will provide our veterinary services in accordance with the Royal College of Veterinary Surgeons (RCVS) Code of Professional Conduct. The RCVS regulates veterinary surgeons in accordance with the Veterinary Surgeons Act 1966 to protect the public interest and to safeguard animal health and welfare.

Our veterinary services will be provided by suitably qualified and trained staff. Other staff members may be involved under the supervision of these qualified staff.

Our normal business hours are 8.30am – 6pm Monday to Friday, and 8.30am – 1pm on Saturday. Out with these hours we provide our own out of hours service for emergency care. During these times you can contact us on our usual telephone number. Be aware that there are additional charges for using this service.

It is your responsibility to transport your animals to our premises for veterinary care. If this may be an issue for you please make alternative arrangements (eg friends, family, neighbours) as soon as possible rather than when an emergency occurs. In extreme circumstances we can provide home visits but this may not be in the best interests of your pet as we cannot provide our full service outside the practice.

Consultations are by appointment only. Our normal consulting times are Monday to Friday, 9-10am, 2-3pm and 4 30 - 6pm. Please be aware that in busy times we may not be able to provide routine appointments on the same day so please book these in advance. However we will endeavour to see emergency appointments as soon as possible. We may refuse to provide veterinary services if you attend the practice without an appointment or if you are excessively late for an appointment.

Where you cannot bring your pet to us personally, we can accept instruction or information from others who represent you. This can include family members, kennel owners and pet sitters. In these circumstances you can contact us to let us know who you authorise to represent you. We can refuse or require confirmation from you, if they are under 18 or we are unsure whether they are authorised to represent you.

Repeat prescriptions and medications can only be issued by staff who are qualified and authorised to do so. To comply with this we now require 24 hours notice. This will avoid delays when picking up medications and let us order in anything that we don't currently have in stock.



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Medications may only be issued to animals under our care. This varies on a case by case basis, but most animals will require to have been seen by a veterinary surgeon in the last 6 months.

We may charge you to issue written prescriptions or repeat medications. You may choose have prescription's dispensed by our practice, another veterinary practice or a pharmacy.

We have a zero-tolerance approach to abuse of our staff. We may refuse to provide our veterinary services to you and ask you to find another veterinary practice if you exhibit any of the following behaviours:

- Making malicious allegations about or staff in person or online
- Derogatory racial or sexual remarks
- Offensive sexual gestures or behaviour
- Violent, threatening or abusive language
- Violent, threatening or abusive behaviour

Payment is required at the time of treatment. We can accept payment by credit/debit card or in cash. A credit charge of 10% will be added to any outstanding balances. We may take further action to recover overdue payments. We may refuse to provide further veterinary services until all outstanding sums are paid. If you are unable to pay for treatment, we are only obliged to provide minimal acceptable treatment for you animal's welfare.

By using our veterinary services you agree to these terms and conditions.