

TERMS AND CONDITIONS



1. Information about us

Thank you for choosing Stoley's vets as your first opinion veterinary practice; it is a privilege to be entrusted with the care of your pet. We aim to provide the highest standard of service, going above and beyond for you and your pet's needs.

1.1. Our company details are:

Registered name: Great Oakley Vets Ltd
Trading name: Stoley's Vets
Registered address: 3 Parry Drive, Corby, NN18 8TP
Operating address: 61 – 63 Occupation Road, Corby, NN17 1EE
Company number: 14869985
VAT number: 457738644

1.2. How to contact us

You can contact us directly at the contact details published on our website.

1.3. How we may contact you

If we need to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us when you register with us.

2. Opening hours and Out-Of-Hours services

We are open Monday to Friday from 9:00 AM to 7:00 PM, and on Saturdays from 9:00 AM to 12:30 PM. We are closed on bank holidays.

If there are any temporary changes to our regular opening hours (such as seasonal adjustments, training closures, or unforeseen circumstances), we will provide advance notice to our clients by updating the information on our official website.

Outside of these hours, an out-of-hours emergency service is available to ensure continuity of care for your pet.

This service operates at our Premises and at [Vets for Pets Northampton 24h Hospital](#)

How to find them:

Vets for Pets Northampton Hospital, Becket Retail Park, St James' Mill Road, Northampton, NN5 5JW

What 3 Words: [///grant.call.fingernails](http://grant.call.fingernails)

Phone Number: 01604 753300

WhatsApp Number: 07897 029404

Email: northampton.admin@vets4pets.com

More details for the OOH service you will find on our Website Emergency/OOH Tab on the main Menu.

3. Our terms

These are the terms and conditions on which we supply veterinary services to you when you are a consumer. Different terms and conditions apply if we supply veterinary services to you when you are a business. If you are a business, you acknowledge that when you register with us you are only registering your interest in receiving further information from us about our veterinary services, and no contract exists between us until we sign a contract on those business terms and conditions.

4. Other policies

Privacy policy - At Stoley's Vets, we take your privacy seriously. We only collect and use your personal information to provide the best care for your pet and to manage our veterinary services, in full compliance with UK data protection laws.

You have a right of access, under Data Protection Legislation, to the personal data that we hold about you.

For clarification 'clinical records of a pet' that do not contain personal data about you are not subject to Data Protection Legislation.

Case records including radiographs and similar documents are the property of, and will be retained by, Great Oakley vets, trading name - Stoley's Vets. Copies with a summary of the history will be passed on request to another veterinary practice or veterinary surgeon taking over the case only when we get owners consent.

We may also release these records to pet insurance companies when claiming fees under your insurance.

Our Complaints policy - We hope that you never have a reason to complain about the standard of care and service received from our practices. However, if you do find there is something you wish to bring to our attention, please contact us at info@stoleysvets.com.

More information about our Complaints policy you may find on our website.

5. Treatments and procedures

The main consideration of the Veterinary Surgeons is the patient. We will consider the pets' welfare above all else. Proposed treatment and procedures will be discussed with you at length to ensure you fully understand prior to any treatment commencing. It is important to us that you are happy with the proposed plan, should you not be please voice this. You have the right to refuse treatment unless in doing so breaches the Animal Rights Act 2006. This act states we must prevent suffering and alleviate pain when under our care. Refusal of any treatment and circumstances will be detailed on our records.

5.1. Veterinary services will be provided by suitably trained and/or qualified staff. This will depend on the nature of the veterinary service to be provided in each instance. Veterinary services may also be provided by or with the involvement of other staff as part of their training and development (such as student vets, nurse and animal care assistants) under the supervision of a suitably trained and/or qualified member of staff involved in the care of your animal. You have the right at any time for them not to provide or be involved in the care of your animal.

5.2. You are responsible for making appointments to receive veterinary services. You can do so in person, or by contacting us at the email address or phone number.

We do not guarantee that appointments will be available at your preferred time. We reserve the right to refuse to provide veterinary services if you attend our practice without an appointment or if you are not present at our practice in time for your appointment.

5.3. A treatment plan will be agreed with you following the initial consultation and prior to any further procedures. However, in circumstances where it is deemed necessary—such as emergencies—our veterinary team reserves the right to administer appropriate care without prior agreement, using their professional judgement to act in your animal's best interest.

5.4. We may accept instructions and information from individuals who present your animal at our practice, including family members, boarding facilities, and pet sitters. If you wish to specify who is authorised or not authorised to act on your behalf, please notify us using the contact details available on website. We reserve the right, at our discretion, to decline instructions from a representative—for instance, if they are under 18 years of age or if we reasonably suspect they are not authorised.

5.5. We reserve the right at our discretion to decline to provide veterinary services.

5.6. We are not responsible for delays outside our control. If our supply of the veterinary services is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.

- 5.7. You are always free, at your own cost, to seek or request a second opinion on or to end contract with us permanently.** To proceed with the transfer, request would need to be done in person, by email or post. Prior to departure, we reserve the right to request payment of all outstanding fees. Please note that we may decline to release medical records until any unpaid balance is settled.
- 5.8.** For the safety and well-being of all our patients, clients, and team members, we kindly ask that all dogs are kept on a lead and cats are secured in an appropriate carrier while at the practice. Once inside, our team may assist in safely restraining your pet if necessary. This helps ensure a calm environment and allows us to provide care as smoothly and safely as possible for everyone involved.

6. Referrals

As a primary veterinary practice, we aim to provide comprehensive care within the scope of our facilities and expertise. In situations where a patient's clinical needs exceed the services we can offer, we may recommend referral to a specialist or dedicated referral centre. This may include practices we suggest or those identified by the client through their own research. In all cases, the registered owner should be aware that relevant personal information and clinical history will be shared with the referral practice to facilitate continuity of care.

7. Providing products for you

We are not responsible for delays in the supply of products caused by events outside our control. If such a delay occurs, we will contact you as soon as reasonably practicable to inform you and will take steps to minimise any resulting disruption. Provided we do so, we will not be held liable for the delay.

If a delay is substantial, you may contact us to cancel the order and receive a refund for any products you have paid for but not received.

Please note: all products must be collected in person at our practice. We do not offer delivery services currently.

8. Prescription and medication

8.1. Medicines

A veterinary surgeon may prescribe prescription only Medicines only for animals under their care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

Please note, will not be able to offer refunds for returns of any prescription or non-prescription drugs as we are not able to re-sell these and must dispose of them under current disposal of medication regulations. If you would like to return them to the Practice for disposal of the surplus medication, we would be happy to assist with this.

8.2. Off-licence medication

In certain circumstances, where no suitable alternative exists, it may be appropriate for our vets to prescribe medication for your pet which has not been licensed for veterinary use. This may include the use of drugs in one animal species which are licensed in another or some human medications which are not available in veterinary form. Use of our services expressly allows for this use following discussion with a veterinary surgeon. When dispensing off licence medication we will ask you to sign a consent form.

8.3. Prescriptions

Prescriptions may only be issued following a clinical assessment of your animal. We may, at our discretion, require an updated clinical assessment of your animal before issuing a repeat prescription – please make your request in sufficient time to be able to arrange an updated clinical assessment if required.

Prescriptions may only be issued by our staff who are qualified and authorised to do so. Repeat prescriptions may only be issued if a member of staff who is qualified and authorised to do so has authorised that you may request repeat prescriptions. We may, at our discretion, refuse to issue prescriptions for animals that are not registered with us as being exclusively under our care.

We may charge you to issue written prescriptions or repeat prescriptions.

You may choose to have prescriptions dispensed by our practice or by another veterinary practice, clinic or pharmacy. If you choose to have your prescription dispensed by our practice, we will advise you of availability and costs before dispensing any medicinal or pharmaceutical products. You are responsible for collecting it from our practice.

9. Estimate of treatment cost

Our standard prices are displayed in our surgeries and are subject to review from time to time without notice. If you require more information on prices of standard procedures, or estimates for non-standard procedures, please ask our receptionists in person or via phone/email.

Fees are determined by the time spent on a case and according to the medications, consumables and diet used. Routine procedures are set depending on the weight of your pet. Non-routine procedures are charged depending on time spent on the case.

Estimates are provided verbally either at the time of booking the appointment or during the consultation itself. We will always provide a written estimate as to the probable costs of any surgical procedures or in patient treatment. However please be aware that an estimate can only be approximate as a pet's illness does not always follow a conventional course and additional costs may

occur which cannot be predicted at the outset. We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate.

Our prices and rates are inclusive of VAT unless specified otherwise, in which case it will be added as appropriate. We will provide you with an appropriate statement or invoice of the price payable by you.

All treatment and procedures or picking your pet up from hospital, must be paid for at the time.

On occasion, particularly for certain procedures, diagnostics, or when medications are ordered specially, we may request full or partial payment in advance.

10. Methods of payment

You may pay the price payable to us by cash, debit card or credit card at our practice. We are unable to accept payments by cheque.

If you are unable to pay for the veterinary services that we provided, we are only obliged to fulfil our minimum legal responsibilities and professional regulatory obligations in respect of the animal under our care.

We may take further action to recover overdue payments; refer any overdue accounts to our debt collection agency for recovery and refuse to supply further veterinary services to you until all outstanding sums are paid by you.

11. Insurance and direct insurance claims

We encourage you to insure your pet with a lifetime policy.

Unfortunately, we would not be able to recommend any pet insurance company.

11.1. Direct claims

For treatments costing over £500 we can offer, at our discretion, to receive payment directly from your pet insurance company. There are certain insurance companies that we are unable to work with directly, please speak to our reception for more details.

You will be required to pay the excess along with any co-payments and any amounts which fall outside the insurance scope to our Practice on the day. Your insurer will then pay the rest through the direct insurance claim. Please always check your policy documents for full details of your cover, as you may be liable to pay other amounts, e.g. an excess or amounts not covered by your policy.

11.2. Pre-Authorisation: For certain procedures or higher-cost treatments, a pre-authorisation from your insurance provider may be required. This may delay the start of treatment, so we recommend allowing sufficient time for processing.

11.3. If a claim is declined or only partially settled by your insurer, the outstanding balance must be paid by you.

12. Health care plan with us

Our Pet Health Care Plan is a monthly payment programme designed to support your pet's preventive care needs.

Please note that this plan is not an insurance policy.

Pricing is calculated on an annual basis to reflect the value of included services and products. If a client chooses to cancel the plan before completing the full 12-month period, we reserve the right to charge the difference between the cost of services/items already received and the total amount paid. Kindly note that this plan covers preventive care only and does not include the cost of consultations or treatment in the event of a medical issue. Products included in the Pet Health Care Plan must be collected in person by the client at our practice. Currently, a delivery option is not available.

13. Reminders – appointments, vaccinations and other

To help you stay on top of your pet's healthcare, Stoleys vets may send friendly reminders a few days before scheduled appointments, vaccinations, and flea and worming treatments. These messages are sent out as a courtesy and part of our commitment to your pet's wellbeing—they're not part of any formal agreement.

We do kindly ask that owners take primary responsibility for keeping their pets' preventative care up to date. Even if a reminder is missed or not received, it's important to ensure regular treatments and appointments are maintained so your furry friend stays happy and healthy.

14. Safety policy

We ask that you follow our guidance on the following whilst on the premises; To increase safety and minimise stress please always keep your dog(s) on a short lead and cats are restrained in a secure pet carrier.

Please try where possible to minimise cat and dog mingling, this can cause unnecessary stress to both species which is not helpful ahead of performing a clinical exam. Please let us know if your pet is nervous or aggressive towards other dogs or humans, please do this prior to any handling of your pet by anyone but yourself.

We have a duty of care to our team and will require your pet to be muzzled if this is the case before examination by any member of our staff.

15. Feedback and Complaints

Feedback is most welcome. We continually wish to improve our services therefore please do not hesitate to get in touch.

We hope that you never have a reason to complain about the standard of care and service received from our practices. However, if you do find there is something you wish to bring to our attention, please contact us at info@stoleysvets.com . We will be happy to discuss your concerns and will attempt to resolve any issues as quickly as possible. We endeavour to respond within 10 working days.

Signed:

Stojanche Kokolanski

MRCVS Practice owner

A handwritten signature in black ink, appearing to read 'Stojanche Kokolanski', written in a cursive style.