



Terms & Conditions for Farm Clients

1. Purpose of These Terms

These Terms & Conditions set out how The Rural Vet Clinic (“we”, “us”) provides veterinary services to farm clients (“you”). They help ensure fairness and a smooth working relationship.

2. Registration & Client Information

- You must register your farm with accurate contact details, CPH numbers, and billing information.
- You agree to keep us updated if your details change.
- By registering, you confirm you are authorised to request veterinary services for the animals in your care.

3. Veterinary Services

We agree to provide routine, emergency, herd health, and all other veterinary services. You agree to:

- Provide safe access to animals and facilities
- Ensure animals are properly restrained
- Follow veterinary advice relating to treatment, withdrawal periods, and animal welfare
- Notify us promptly of any deterioration or concerns

We reserve the right to decline or withdraw services if animal welfare, staff safety, or legal compliance is compromised.

4. Emergency Care

- We may prioritise cases based on clinical urgency.

5. Medicines & Prescriptions

We supply and prescribe medicines in accordance with the Veterinary Medicines Directorate (VMD) and Royal College of Veterinary Surgeons (RCVS) guidance. You agree to:

- Allow us to carry out the necessary clinical assessments before prescribing
- Use medicines exactly as directed
- Maintain accurate medicine records

The Rural Vet Clinic
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- Observe withdrawal periods
- Store medicines safely and securely

We may refuse to supply medicines if we believe it is unsafe, unlawful, or clinically inappropriate.

6. Fees & Payment Terms

- A full price list is available on request.
- Invoices are issued monthly
- Payment terms: 28 days from invoice date.
- Late payments may incur interest and administrative charges.
- We reserve the right to suspend services for overdue accounts.

7. Written prescriptions

You have the right to request a written prescription instead of purchasing medicines directly from The Rural Vet Clinic. Where a prescription is requested, the following applies:

- A prescription fee will be charged for the time required to review your clinical records, ensure legal compliance, and issue the document.
- As the sale of veterinary medicines subsidises the cost of providing farm visits and professional time, clients who choose to obtain medicines elsewhere will be charged under an alternative fee structure to client who use us exclusively.
- This alternative fee structure includes:
 - Higher professional fees for visits and professional services
 - Standard charges for all time spent on clinical assessment, case discussions, and treatment planning (including remote advise)
 - Out-of-hours surcharges applied to visits outside normal working hours.
- We may only issue prescriptions where the animals are under our care, in accordance with the RCVS Code of Professional Conduct and the VMD.
- We reserve the right to decline a prescription if it is not clinically appropriate, not safe, or not legally compliant.

8. Estimates

- Estimates are provided on request.
- Actual costs may vary depending on clinical findings, complications, or additional treatments required.
- We will inform you if costs are likely to exceed the estimate (where reasonably possible).

9. Data Protection (GDPR)

We process your personal data in line with UK GDPR. We may use your data to:

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- Provide veterinary services
- Maintain clinical records
- Issue invoices and manage your account
- Meet legal and regulatory obligations
- Communicate important animal health information

We do not sell or share your data with third parties except where legally required (e.g., APHA, RCVS, laboratories). A full Privacy Notice is available on request.

10. Liability

- We accept no responsibility for loss, damage, or delay caused by circumstances beyond our control.
- Our liability is limited to the cost of the services provided.
- You are responsible for ensuring safe working conditions for our staff on your premises.

11. Complaints

If you are unhappy with any aspect of our service, please contact us as soon as possible. We will:

- Acknowledge your complaint
- Investigate promptly
- Provide a written response If unresolved, you may refer the matter to the RCVS.

12. Termination of Services

Either party may terminate the relationship with written notice. We may terminate immediately if:

- There is a risk to staff safety
- There is non-payment of fees
- Animal welfare or legal compliance is compromised

13. Changes to These Terms

We may update these Terms occasionally. The latest version will always apply and will be available on request or on our website.