

# BELLEQUINE



## VETERINARY CLINIC

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BELL EQUINE VETERINARY CLINIC  
MEREWORTH  
MAIDSTONE  
KENT

ME18 5GS

### **Notes for owners of horses undergoing an examination/consultation at Bell Equine Veterinary Clinic**

#### **Information regarding payment of fees**

Your horse is due to be examined at the Bell Equine Veterinary Clinic.

We will endeavour at all times to provide the best possible care and treatment for your horse. However, owners should be aware that the costs of modern veterinary investigations and treatments for horses can be high. We make every effort to charge fair and reasonable fees. In order to maintain high standards of veterinary care, it is essential that all fees incurred are paid promptly. Failure to do so may seriously compromise the level of care that we are able to provide your horse (and horses belonging to others).

We encourage you to discuss payment methods and fees before services are performed. We will be pleased to give you an estimate of the likely fees prior to undertaking any work on your horse.

1. Please note that the payment of all fees for this work is payable at the completion of the examination. Payment at this time will entitle you to a 10% discount. We also charge interest at a rate of 2.5% per month for invoices that remain unpaid one month after the date the invoice was issued.
2. If your horse is insured for veterinary fees/loss of animal (all risks mortality), please bring your policy details with you to the initial consultation. If possible you should bring a claim form with you at the same time. Please ensure you have completed all sections required from the owner and sign and the date the form. Please note that it is your responsibility to inform the relevant insurance company of your horse's need for investigation.
3. Please note that you (and not the insurance company) are responsible for payment of the fees in full. It is your responsibility to claim re-imbusement from the insurance company.
4. If the horse is fully insured for Vets fees and you cannot settle your account in full at the completion of the examination and you wish for the insurance company to pay the clinic directly, then this must be arranged (and agreed by the insurance company) in advance (at least 24 hours) of the appointment - you will be required to sign an insurance disclaimer form under these circumstances. Please note that you are likely to have an excess to pay, and this should be settled at the time.

Our full Terms and Conditions of Business can be found on our website: [www.bellequine.com](http://www.bellequine.com)