



12 Front Street
Fencehouses
Durham, DH4 6LP

Client Registration Form

Please fill in this form, sign it and return it to the Practice when you call in to make your first appointment, if you have obtained this from our web site. These registration details help to ensure our records are complete and that we meet the various legal requirements. Please also fill in the accompanying Pet Registration Form, one for each of your cats.

Title (Required)

First Name: (Required)

Surname (Required)

Address Line 1 (Required)

Address Line 2

Post Town (Required)

Postcode: (Required)

Home Phone Number (Required)

Mobile Phone Number

E-mail: (Very Useful if available)

I wish my pet(s) to be registered with SimplyCats Veterinary Practice.

I understand that payment is due at the time of treatment. We accept Cash, Cheque, all major Credit and Debit cards, e.g. Visa, Mastercard, Maestro, Visa Debit, and American Express. For our full Terms & Conditions of Business, please see the attached leaflet.

Signed

Date



Cat Registration Form

Please fill in your cat's details on this form:

Cats Name: *(Required)*

Breed *(if known):*

Sex: Male / Female *(Please delete as appropriate)*

Colour: *(Required)*

Age *(years/months):* *(Required)*

Is your pet neutered? Yes / No *(Please delete as appropriate)*

Please give the date of last Booster vaccination below:

Is your cat ID chipped? Yes / No *(Please delete as appropriate)*

If your pet is ID chipped, please enter the Chip Number below:

Is your cat insured? Yes / No *(Please delete as appropriate)*

If your pet is insured, please enter the Insurance Company below:

If your cat has been seen previously by another Veterinary Practice, please give the name/address below, so we can contact them to obtain the relevant notes:

Name of Veterinary Practice

Address/Phone Number:

Terms & Conditions of Business:

Thank you for entrusting the care and attention of your pet to all of us at SimplyCats Veterinary Practice. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation / clarification if required.

IDENTITY

New clients registering with the Practice are obliged to give the following information: First Name, Surname, Full Address, Phone Numbers. We may ask that the client provides proof of their identity by producing a driving license / passport and/or proof of their address by producing a recent utility bill that clearly shows their name and address.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fees are determined by the time spent on a case and according to the drugs, materials, consumables and diets used.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- 1) CASH
- 2) CREDIT / DEBIT CARD — Maestro/Switch, MasterCard, Visa, Delta and American Express
- 3) CHEQUE accompanied by a valid cheque guarantee card.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate often a pet's illness will not follow a conventional course.

TERMS OF BUSINESS

With any account not settled within 7 days, a reminder will be sent. Should it be necessary for further reminders to be sent, we reserve the right to add an Administration Charge. This, however, may be deducted if payment is made promptly. After due notice to you, the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt. All of the outstanding amount must be paid before further treatment can be given.

Terms & Conditions of Business (continued):

UNPAID AMOUNTS

Any cheque returned by our Bank as unpaid any Credit Card payment not honored and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff

PET HEALTH INSURANCE

SimplyCats Veterinary Practice supports the principle of insuring your pet against unexpected illness or accidents. Please be aware, that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company. Please also note that we do not conduct any treatment or procedure subject to the costs being covered by your insurance company.

COMPLAINTS AND STANDARDS

We hope that you never feel the need to complain about the standards of service received from SimplyCats Veterinary Practice. However if you feel that there is something you wish to complain about, please direct your comments in the first instance to one of the practice principals Mr. Paul Proctor, Miss S Middleton or the Head Nurse.

OWNERSHIP OF RECORDS

Case records and similar documents are the property of, and shall be retained by the Practice. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS

The care given to your animal may involve making some specific investigations, for example taking x-rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example an x-ray film, remains with the Practice

No addition or variation of **these** conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Practice Principals Mr. P Proctor or Miss S Middleton. No other agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.