

Community Veterinary Clinic Terms and Conditions

About us

The Mayhew Community Veterinary Clinic is a charitable, limited service provider of preventative veterinary care to the general public. These services include; neutering, microchipping, vaccinations and parasite control treatments.

You must register your pet with an alternative vet for all other aspects of their care, including illness and injury.

Opening hours

Our clinic is open:

Monday to Friday 8 a.m. to 5 p.m.

Saturday 9 a.m. to 5 p.m.

Closed Sundays.

Consultations and vaccinations are by appointment only.

Please contact us for Bank Holiday opening hours.

Eligibility

To be eligible to receive any Mayhew veterinary services, you must be over 18 and registered at the clinic prior to receiving any services.

Mayhew may decline to permit the registration of any animal at their discretion, for example if they believe the owner is breeding from the animal.

Neutering and microchipping

- All registered dogs and cats must be neutered and microchipped at the first opportunity after registration for reduced cost veterinary assistance.
- Microchip numbers must be registered on a microchip database to the owner, and to their current home address, which must match the address given on registration.
- If you do not have your animal(s) neutered after being given a second opportunity to do so, and within six months of registration, you will no longer be permitted to access our services for other preventative care.
- The only exception to this rule is when one of our vets considers either procedure to be unsuitable for the particular animal at that time.

Out of hours and emergency cover

In the event of an emergency relating to a procedure carried out at Mayhew, please contact the RSPCA, Harmsworth Animal Hospital on 0300 123 8071. This service operates between the hours of 5pm and 8am Monday to Saturday and all-day Sunday. Please note that any costs incurred will need to be paid in full by you. In addition, under no circumstances will we pay for any Private Veterinary Surgery fees.

In-patient care

During our normal working hours, we have trained veterinary staff to supervise and participate in the care of our in-patients. We do not have qualified veterinary staff on site 24 hours a day. Any patients deemed to require overnight veterinary care, or

monitoring, will be transferred to our out-of-hours service. Any associated costs are the full responsibility of the owner. This would include any additional post-operative care required.

Any patients who have not been collected by owners on the day of surgery, at the prearranged discharge time, will stay on site overnight and an additional overnight charge will be applied on collection.

Veterinary training

Student veterinary surgeons and/or student veterinary nurses may be involved in the care provided to your animal. Any such involvement will be strictly under the direction or supervision of a registered veterinary surgeon, as laid down by the code of conduct of the Royal College of Veterinary Surgeons.

How we use your information

If you register to receive veterinary services for your animal(s), Mayhew will keep your details. We need to keep a record of your name and address, what animals you own and how to contact you if we need to. We will also record details of your animal's treatment. Your personal data will be treated in confidence, fairly and lawfully, and comply with GDPR regulations.

We will not use your personal data for anything else and won't provide it to others unless you say we can.

Payment

- Mayhew has limited resources and we rely on payment for services provided in order to be able to continue providing a subsidised service.
- Mayhew provides a reduced cost veterinary service; it does not accept contributions or donations instead of payment.
- Fees are charged for all consultations, examinations, treatments, drugs, materials and consumables.
- Neutering fees are payable in advance of surgery. All other fees incurred must be paid in full at the time of consultation or upon discharge following surgery/hospitalisation.
- Historical debts must be paid in full prior to any further veterinary service being provided.
- You will be provided with an estimate of the likely costs of treatment once the veterinary surgeon has examined your animal. Please understand that any estimate can only be approximate, as the treatment to be provided will vary according to how your pet responds.
- We accept cash, debit card and credit card payments.

Refusal of treatment

Mayhew reserves the right to refuse treatment to any animal. This decision may be taken prior to seeing an animal, or after any incidence with either the pet or owner. First aid and treatment to prevent suffering will be offered to animals before referring on to an alternative care provider, if necessary.

Prescriptions

Prescriptions are available from this practice. You may either obtain prescribed veterinary medicinal products from your veterinary surgeon or ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy. All requests require 72hrs notice.

Prescriptions are only able to be issued to animals under our care. A regular examination of your pet is required by regulations set by the Royal College of Veterinary Surgeons. The frequency of examinations depends on the medicine being prescribed but is generally every 3 – 6 months. This will be advised by your treating Veterinary Surgeon. There is a charge for writing a prescription – please ask for current prices.

Ownership of records

Clinical notes and similar are the property of, and are retained by, the practice. A copy of your pet's records will be sent to another veterinary practice on request. In accepting these terms and conditions, you agree that Mayhew may share your pet's clinical record with other clinicians and their organisations when necessary for the treatment of your animal(s).

Ownership of radiographs and similar records

During your pet's treatment, we may have taken radiographs or similar diagnostics such as ultrasound scans. Even though you may have incurred a charge for carrying out and interpreting these, the ownership of the resulting record, for example a radiograph, will remain the property of Mayhew. Images will be shared on request to another veterinary practice.

General

- We may change any of these terms and conditions from time to time without notice.
- Your statutory rights as a consumer are not affected by anything in these terms.

Contact details

vetclinic@mayhewanimalhome.org
Telephone: 020 8962 8017

Complaints

Any complaints regarding the service you have received in our clinic should be directed to the contact details above.

We are regulated by the Royal College of Veterinary Surgeons (RCVS).
Visit rcvs.org.uk for further details.