

Terms and conditions of business for Emilia Barry Equine Dental Services

Emilia Barry is self employed trading as Emilia Barry Equine Dental Services and the registered address is Northwall Farm, Tideford Cross, Saltash, Cornwall, PL12 5JY.

This document sets out the terms of contract established between me and you, the registered horse owner or individual requesting dental services, which comes when you book your horse in for equine dental treatment.

Please feel free to contact me if you require any further clarification or have any queries regarding any aspects of these terms and conditions.

Fees

All my fees for dental treatment is at a set rate and there will be no hidden costs. You will receive a dental chart as your invoice unless stated you require a VAT invoice.

Service fees include my professional fees, travel and any wear on the equipment.

Payments

These terms apply in all cases.

Invoicing is done in the form of a dental chart and will be given to you on the day, payment terms are strictly 14 days (in the absence of any other arrangement agreed prior with me)

Please contact me as soon as possible to discuss if you become unable to pay your account according to the standard terms.

I can accept the following payment methods;

- BACS;
 - o Account number 31937560
 - o Sort code 30-67-79;
 - o our bank details are given to you if we've agreed to pay via BACS.
- Cash
- Cheques; accepted at the discretion of us;
 - o Payable to "Emilia Barry"

Accounts not settled within my standard terms (in the absence of any other arrangement agreed with me) you will be sent a reminder.

If persistent non-payment occurs, I shall take such action as I consider appropriate to recover my fees which may include engaging third-party debt collection agencies to recover the outstanding fees and/or instigating proceedings against you in the county court.

In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you and/or I will seek to recover any legal expenses from you. Please note that the use of debt collection agencies and the county court could affect your future credit rating.

Where I consider it appropriate to do so I may require payment on account before services are provided.

Insurance

I strongly support the principle of insuring horses against unexpected accident, illness or injury. Please contact your insurance provider as per their terms and conditions in the case of requiring their services.

In some cases I may be required to share your personal information and your horses dental records with insurance companies.

Client records

Dental Charts and any pictures are the property of, and will be retained by Emilia Barry Equine Dental Services. Upon request, copies of dental records will be passed to a Veterinary Surgeon or another Equine Dentist taking over your horse's dental treatment.

Data protection

I recognise that client confidentiality is of utmost importance. I use personal data I collect in accordance with my privacy policy (view via my website) and comply with the provisions of the data protection Act 1998 and General Data Protection Regulation 2018. My privacy policy also details your rights in respects to your personal data.

In instructing me to do your horses teeth, you authorise me to use that data during the work that I have done for you; and I may, from time to time, send you information that would be relevant to you (you can opt out of these at any point by contacting me). I will, where specifically required, pass on to insurers and referral practices details of dental records relating to you and your horse.

You, the client, will provide us with correct and updated personal information.

Variation in terms of trading

No addition or variation of these conditions will bind the business unless it is specifically agreed in writing and signed by me. No one else has the authority to alter or vary these conditions in any way.

Complaints

I strive to provide a quality service to the client and their horse's with the best possible care but recognise on occasion you may feel that I don't get it right. Please contact me at the first opportunity to discuss any grievances you may have. If you wish to make a complaint, please do so in writing to me. If you wish to take this further then you can go through the BAEDT complaints procedure.

Statutory Rights

These terms and conditions do not affect your statutory rights.

Contact Me

Please feel free to contact me if you require any further clarification or have any queries regarding any aspects of these terms and conditions via the following;

Emilia Barry Equine Dental Services

Northwall Farm

Tideford Cross

Saltash

Cornwall

PL12 5JY

07530982157

horsedentalservices@gmail.com

Terms and conditions correct at May 2018