

ZipVet Ltd Terms and Conditions

These terms and conditions ("Agreement") govern the provision of veterinary services by ZipVet ("we," "us," or "our") to clients ("you" or "your") engaging our mobile veterinary practice in the United Kingdom. By presenting your pet for treatment, you are hereby agreeing to comply with the terms outlined below:

1. Veterinary Services:

- a. ZipVet offers mobile veterinary services, including consultations, examinations, vaccinations, treatments and limited diagnostic procedures, within our service area of 15km from KT11.
- b. We strive to provide high-quality care for your pets; however, we do not guarantee outcomes, as results may vary based on individual circumstances.
- c. We ask that all clients are dual registered with a 'bricks and mortar' practice so that in the case of an emergency needing hospital care or treatment that we are not able to provide it may be necessary to refer you to that hospital or to a specialized veterinary facility.

2. Appointment Booking and Cancellation:

- a. Appointments can be scheduled by contacting ZipVet via telephone, WhatsApp or email.
- b. We ask that you give as much notice as possible should you need to cancel or amend an appointment. We reserve the right to charge the appointment fee if you cancel within 1 hour of the appointment or if we have travelled to the visit and you, or your pet, is not at your property. We understand that cats will occasionally disappear and we will use our discretion in these cases, however please help us by keeping your cat indoors the night before our call.

3. Payment Terms:

- a. Payment for services is due at the time of the appointment. We accept cash, debit/credit cards, or bank transfer.
- b. Our fees for services are outlined in our pricing schedule, which may be subject to change. Any additional costs, such as medications or treatments, will be discussed with you before implementation.
- c. If payment is not received promptly, we reserve the right to charge late payment fees and suspend further services until outstanding payments are settled.

4. Hours of Operation:

- a. Our regular business hours are Monday to Friday, from 9:00 am to 6:00 pm; consultations are available between 9.30am and 4pm. We may also offer limited availability on Saturdays, subject to prior arrangement. If you have an emergency during our business hours please call directly. If we do not answer the phone, please leave an answerphone message and send a WhatsApp with a brief message and we can call you as soon as we can.
- b. Out-of-hours services may be available at our discretion and additional fees will apply. Please contact us for further information.
- c. If you have an emergency outside our normal working hours, we have an agreement with North Surrey Veterinary Emergencies to provide care between 6pm and 9am. They are based at 4 Park Road, East Molesey, Surrey, KT8 9LE. Please call 020 8783 2850 to arrange an appointment. You will be responsible for your own transportation to this appointment.

5. Medications and Prescriptions

- a. If your pet requires a medication, we can either provide this to you directly, or provide a written prescription for you to buy this medication online. Written prescriptions are valid for 6 -12 months, depending on the medication prescribed and there will be a fee of £15 for this service, following a consultation (as it is a RCVS requirement that we have examined your pet).
- b. Occasionally we may need to dispense a medication that is not licensed for treatment in a particular species or for animals (for example prescribe dog licensed medications to cats or human medications for

dogs and cats) in order to provide the best care. We will discuss and ensure your consent for this “off license” use and ensure you are made aware of risks or possible side effects.

6. Client Behaviour:

- a. We expect all clients to treat our staff with respect and courtesy. Any form of harassment, aggression, or abusive behaviour will not be tolerated.
- b. If we encounter a hostile or unsafe environment, we reserve the right to refuse services and terminate the client-veterinarian relationship.
- c. You are responsible for ensuring the safety and control of your pets during consultations, examinations or treatments. If necessary, we may recommend the use of muzzles, sedation or other safety measures. We reserve the right to refuse services if we believe we cannot safely provide treatment to your animal.

7. Use of Photography:

- a. We may occasionally request to take photographs or videos of your pet for documentation, educational, or promotional purposes.
- b. We will seek your consent before capturing or using any such visual content. You retain the right to refuse or revoke permission at any time.
- c. Any photographs or videos taken during our visits remain the property of ZipVet and may be used in print or digital media, including social media platforms, websites, or marketing materials.

8. Confidentiality and Data Protection:

- a. We are committed to maintaining the confidentiality and security of your personal information in accordance with applicable data protection laws. Please refer to our Privacy Policy for more details.

9. Limitation of Liability:

- a. We strive to provide professional and competent care; however, we cannot be held liable for any unforeseen circumstances, complications, or adverse reactions arising from the services we provide.
- b. Our liability is limited to the fees paid for the specific service in question.

10. Governing Law and Jurisdiction:

- a. This Agreement is governed by the laws of England and Wales.