



**RAINBOW
BRIDGE
VETS**

Rainbow Bridge Vets Terms and Conditions

Provision of limited veterinary services

1. Rainbow Bridge Vets (“we, us, our”) is a trading name of Rainbow Bridge Vets Group Limited registered in England with company number 15348246 with its registered office at Queensgate House, 48 Queen Street, Exeter, EX4 3SR.
2. By making a booking for our services you (“you, owner”) agree to be bound by these terms and conditions in relation to your pet (“pet”) being the named pet booked under the appointment.
3. By making a booking for our services you agree that you are the legal owner of the pet booked for the appointment and have authority to have your pet euthanased. On request, the owner shall provide written consent for the pet to be euthanased.
4. We are veterinary practice limited service provider which means that we are only able to offer a limited range of veterinary services. In our case, this means that we only offer home visit euthanasia services (putting your pet to sleep).
5. Our home visit euthanasia shall be carried out by a qualified Veterinary Surgeon. Our services shall be delivered in accordance with usual professional standards.

6. We reserve the right to decline to supply our services at our sole discretion up to and including arrival at your home if the attending Veterinary Surgeon deems it unsafe or unsuitable for you, us or your pet to continue in the home environment. If we decline our services for this reason, your pet will remain under the care of your usual veterinary practice.
7. You are free at all times (at your cost) to seek a second opinion about our services.

Unexpected Events

8. On occasion we may be unable to attend your booked appointment due to circumstances beyond our control. We shall not be in breach of this agreement or otherwise liable for any failure or delay in the performance of our obligations if such delay or failure results from events, circumstances or causes beyond our reasonable control including, but not limited to, illness, breakdown, traffic delays, accident, inclement weather, travel restrictions, government or public authority guidelines (including in relation to a pandemic) or the failure of our suppliers to deliver the equipment necessary to carry out our services. Where we have to cancel your appointment the Cancellation and Refund terms contained in this agreement will apply.

Your usual veterinary practice

9. By booking an appointment with us you are confirming that your pet is registered with a veterinary practice and you acknowledge that your pet is under the care of that veterinary practice, including in emergency circumstances. We shall not assume responsibility for your pet's veterinary care at any point prior to us attending your appointment.
10. Prior to booking an appointment with us you may wish to seek advice from your usual veterinary practice. Once you have booked an appointment, your pet will remain under the care of your usual veterinary practice until we attend your appointment.
11. We shall attend your appointment for the purpose of putting your pet to sleep. We shall not be obliged to offer any other veterinary advice before, during, or after your appointment.

12. Once your pet has been put to sleep, and unless you inform us not to do so at the time of booking, we shall promptly inform your usual veterinary practice by email so that they may update their records.

13. If we have any concerns about the suitability of our service for your pet we reserve the right to contact your usual veterinary practice to discuss the matter. In order to do so, we shall require your express consent.

Hours of operation

14. We deliver our services by appointment only and you can view our available appointments on the online booking page of our website. Our appointments are available within our usual operating hours of Monday to Friday 8.30am to 6.00pm. We do not necessarily have appointments available at all times on all days. From time to time we may make appointments available during evenings or weekends.

15. We do not provide services outside of our available appointment times and do not offer an emergency service. We are not contactable outside of our usual operating hours and are not responsible for your pet's care at any time other than during your appointment.

16. If your pet requires veterinary treatment or you require veterinary advice prior to your allotted appointment time, you must contact your usual veterinary practice.

Payment Terms

17. Our services are charged at the prices displayed on our website. Where applicable, all prices quoted are inclusive of value added tax or other indirect taxes, duties or levies.

18. Payment shall be made by you in full at the time of booking. We use a third party debit or credit card processor to collect your payment.

Cancellation and Refunds

Where you cancel your appointment

19. You may cancel your appointment at any time after booking and prior to our attendance at your appointment. The following refund policy will apply:

- Cancellation more than 24 hours before your appointment: refund less £50 administration fee.
- Cancellation less than 24 hours before your appointment: refund less £200 administration fee.

Where we cancel your appointment

20. We may cancel your appointment due to an unexpected event preventing us from attending your appointment. We may also cancel your appointment if we deem at our sole discretion that it is unsafe or unsuitable for us to attend your appointment or to euthanise your pet. Where we cancel your appointment and are unable to reschedule your appointment then we shall provide a refund less £50 administration fee.

Changing an Appointment

21. You may change your booked appointment to another available appointment up to 24 hours before your booked time. You can check for available appointments on our website and reschedule online. You may also reschedule your appointment over the telephone during our opening hours. If there is no alternative appointment available which suits your requirements you must either retain your booked appointment or cancel your appointment subject to our cancellation policy above.

Liability and Insurance

22. We carry professional indemnity insurance and public liability insurance with the following limits of indemnity:

- £200,000 per claim for criminal or disciplinary action
- £10,000,000 per claim for human injury arising from professional liability
- £5,000,000 per claim for public liability
- £250,000 per claim for civil liability relating to domestic pets

23. Our liability to you for any loss, claim, cost or expenses shall be limited to the limit of indemnity under each head specified above.

24. Nothing in these terms and conditions shall exclude or limit our liability for death or personal injury caused to a human being.

25. Our liability for any indirect or consequential loss shall be excluded to the maximum extent permitted by law.

Complaints

26. We aim for you to be satisfied with our services. However, if you are dissatisfied with any aspect of the service we provide, please contact us by email at hello@rainbowbridgevets.co.uk.

27. We shall reply to your complaint within 21 days of receipt. We may share your information with our insurers or other professional advisors if we consider that doing so will enable us to resolve your complaint more effectively.

Data Protection and Privacy

28. We may use your personal information to provide you with our services and process your payments. See our Privacy Policy for more information.