



Client Terms and Conditions

Last updated – 14/01/2026

Our aim is to provide the highest standard of veterinary care for your cat(s). By registering with or using our services, you agree to these Terms and Conditions.

1. General

1.1 These Terms and Conditions apply to all veterinary services provided by Swansea Cat Clinic ("the Practice").

1.2 Our veterinary surgeons and veterinary nurses are registered with the Royal College of Veterinary Surgeons (RCVS) and provide care in accordance with the Veterinary Surgeons Act 1966, the RCVS Code of Professional Conduct, and other applicable legislation.

1.3 These Terms and Conditions may be updated from time to time. The latest version will be available at reception and on our website.

2. Registration

2.1 Clients are responsible for providing accurate and up-to-date contact details, including address, telephone number and email address.

2.2 Clients must notify the Practice promptly of any changes to their personal details.

2.3 Clients must provide accurate information regarding their cat's medical history and current medications.

3. Appointments

3.1 Consultations are by appointment unless an emergency requires immediate attention.

3.2 We kindly request that clients arrive on time. Late arrival may require appointments to be shortened or rescheduled.

3.3 If you cannot attend your appointment, please provide as much notice as possible.

3.4 The Practice reserves the right to charge for missed appointments or appointments cancelled without sufficient notice.

4. Veterinary Treatment

4.1 Veterinary treatment will only be provided with the owner's consent.

4.2 Estimates are provided as a guide only and may change if your cat's condition changes or additional treatment becomes necessary.

4.3 No guarantee can be given regarding treatment outcomes.

4.4 Clinical decisions will always be made in the best interests of animal welfare.

5. Emergencies

5.1 Emergency care outside normal opening hours provided by Vets Now, Copper Court, Llansamlet, Swansea SA7 9EH.

5.2 Separate charges and terms apply for out-of-hours treatment.

6. Fees and Payment

6.1 Payment is due in full at the time of consultation, treatment, surgery, discharge or collection of medications unless a direct insurance claim has been agreed.

6.2 We accept payment by cash, BACS, debit card and major credit cards.

6.3 No credit will be available on account.

6.4 Outstanding balances may be referred to a debt collection agency or legal representatives. Clients will be responsible for any reasonable costs incurred in recovering unpaid debts, where legally recoverable.

6.5 Interest may be charged on overdue accounts where permitted by law.

7. Pet Insurance

7.1 Payment remains the responsibility of the client regardless of insurance cover.

7.2 Clients are responsible for submitting insurance claims unless a direct claim has been agreed. Some insurance companies require the owner to submit the claim directly.

7.3 Where the Practice completes insurance claim forms or processes direct claims, an administration fee of £17.00 per claim will apply.

7.4 Completion of insurance documentation does not guarantee payment by the insurer.

7.5 Any amount not paid by the insurance company remains the client's responsibility.

8. Estimates

8.1 Written estimates are available upon request.

8.2 Estimates are approximate and may vary depending on your cat's condition or unforeseen complications.

8.3 If treatment costs are expected to significantly exceed the estimate, we will make reasonable efforts to contact you before proceeding, except where immediate treatment is required to protect your cat's welfare.

9. Prescriptions and Medications

9.1 Prescription-only medicines may only be supplied following assessment by a veterinary surgeon in accordance with UK legislation.

9.2 Written prescriptions are available upon request and may incur a fee.

9.3 Medications supplied cannot be returned for credit unless the Practice has supplied an item in error.

10. Laboratory Tests and External Services

10.1 Samples may be sent to external laboratories for analysis.

10.2 Charges for external laboratory services are payable by the client.

11. Surgical Procedures and Anaesthesia

11.1 All anaesthetic and surgical procedures carry inherent risks.

11.2 These risks will be discussed before obtaining informed consent where practical.

11.3 The Practice cannot guarantee specific outcomes following surgery or anaesthesia.

12. Hospitalisation

12.1 Hospitalised cats will receive appropriate monitoring and nursing care. Please note that there is no qualified member of staff on site 24 hours a day, during these times patients are not continuously monitored.

12.2 Visiting hospitalised patients may be restricted where clinically appropriate.

13. Microchipping and Identification

13.1 Clients are responsible for ensuring microchip details remain accurate and up to date.

13.2 The Practice cannot update third-party microchip databases on behalf of owners unless specifically agreed.

14. Behaviour and Safety

14.1 All cats attending the Practice must be transported in a secure cat carrier.

14.2 Owners are responsible for ensuring carriers are suitable and secure.

14.3 Aggressive or distressed animals may require additional handling or sedation in the interests of safety.

15. Cat Carriers and Personal Belongings Left at the Practice

15.1 Clients are requested to collect personal belongings as soon as possible.

15.2 Cat carriers/personal belongings left at the Practice for more than **14 days** after notification that they are ready for collection will be considered abandoned.

15.3 Swansea Cat Clinic reserves the right to dispose of, recycle or otherwise deal with abandoned carriers after this period without further notice and accepts no liability for any loss arising from such disposal.

16. Clinical Records

16.1 Clinical records remain the property of Swansea Cat Clinic.

16.2 Copies of records may be provided to another veterinary practice upon request in accordance with RCVS guidance.

16.3 We comply with applicable data protection legislation regarding personal information.

17. Data Protection

17.1 Personal information will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

17.2 Information will be used for providing veterinary services, administering your account and meeting legal or regulatory obligations.

17.3 We may contact you regarding appointments, preventative healthcare reminders and other services relating to your cat.

18. Complaints

18.1 We strive to provide excellent service.

18.2 If you have any concerns, please contact the Practice Manager in the first instance so we can investigate promptly.

19. Limitation of Liability

19.1 Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud or any liability that cannot legally be excluded.

19.2 Subject to applicable law, Swansea Cat Clinic shall not be liable for indirect or consequential losses arising from the provision of veterinary services.

19.3 The practice is not responsible for any loss or damage to vehicles parked in the car park, or surrounding areas.

20. Refusal of Service

20.1 The Practice reserves the right to refuse or discontinue services to anyone. In instances where client-practice relationship has broken down, and a relationship that is suitable for both parties cannot be acceptably obtained, we will discontinue the provision of services.

20.2 We do not tolerate abusive, threatening or unacceptable behaviour towards staff.

20.3 We may also decline non-emergency treatment where outstanding accounts remain unpaid.

20.4 Any refusal of treatment will always be consistent with our professional obligations, outlined by the RCVS, and animal welfare responsibilities.

Client Declaration

By registering with Swansea Cat Clinic or authorising treatment, you confirm that:

- You are the owner of the cat or are authorised by the owner to consent to treatment.
- You have read and understood these Terms and Conditions.
- You accept responsibility for payment of all fees incurred.
- You understand that insurance remains your responsibility and that an administration fee of £17 applies to insurance claims processed by the Practice.
- You acknowledge that personal belongings left at the Practice for longer than **14 days** may be disposed of without further notice.

- You acknowledge that any loss or damage to vehicles parked in the practice car park or nearby areas is not a responsibility of the practice.