Terms & Conditions

ROS Equine Veterinary Services Ltd

1. General

ROS Equine Veterinary Services Ltd provides ambulatory equine veterinary services in the UK and internationally. Our veterinarians are registered with the Royal College of Veterinary Surgeons (RCVS) and operate in accordance with the RCVS Code of Professional Conduct. These Terms apply to all services, supplies, treatments, and professional advice provided by us.

2. Veterinary Care & Professional Judgement

All veterinary care is provided at the professional discretion of our clinicians. While we will always act in the best interests of the horse, no guarantee can be given as to the outcome of any investigation, diagnosis, or treatment. We reserve the right to refuse or discontinue treatment if, in our professional opinion, continuation would be unsafe, unlawful, or not in the horse's best interests.

3. Fees & Payment

Fees are based on the professional services, drugs, consumables, diagnostic tests, travel, and equipment used. A call-out fee will apply to all visits, in addition to clinical services. Invoices are due for immediate payment upon receipt unless otherwise agreed in writing. We reserve the right to charge interest at 2.5% above the Bank of England base rate on any overdue accounts. Invoices not settled promptly may be referred to a debt collection agency, and all additional costs incurred will be payable by the Client.

Our policy is to receive full payment before releasing test results, export documentation, veterinary certificates, or medication. We may require advance payment or a deposit for elective or high-cost procedures. We reserve the right to refuse to provide further veterinary services (non-emergency) to you until all outstanding balances are settled.

All medication requests must be paid for prior to posting.

4. Insurance Claims

In most cases ROS Equine will submit invoices directly to the horse's insurance company for settlement. The Client remains ultimately responsible for payment of all fees. If, in our professional opinion, there is doubt over whether the insurer will settle the claim in full or in part, we reserve the

right to request immediate payment from the Client. Where fees are settled directly by the insurer, the Client must provide all required information, claim forms, and authorisations promptly. Any fees relating to the completion of insurance paperwork, clinical reports, or duplicate records may be charged separately.

5. Client Responsibilities

The Client is responsible for ensuring safe handling facilities and competent assistance are available at the time of visit, providing accurate clinical history and authorisation to treat the horse, and ensuring vaccination and worming records are up to date where relevant. We reserve the right to refuse to attend or treat if we consider the facilities unsafe or the horse unmanageable.

6. Emergencies & Out-of-Hours Service

ROS Equine provides a 24/7 emergency service. Out-of-hours fees apply in addition to standard fees. We cannot guarantee that your usual clinician will attend in an emergency, but all emergencies will be covered by a qualified equine veterinary surgeon.

7. Prescriptions & Medicines

Prescription medicines will only be supplied for horses under our care in line with RCVS and VMD (Veterinary Medicines Directorate) regulations. Written prescriptions are available upon request, and a fee will apply. We may require the horse to be examined prior to issuing or repeating prescriptions.

Repeat medication requests including prescriptions require at least 48 hours notice. All medication and prescription requests must be paid for prior to sending.

8. Liability

While every effort will be made to provide professional care, ROS Equine accepts no responsibility for injury, loss, or death of any animal under treatment, unless directly caused by negligence. We accept no liability for any consequential or economic loss, including competition losses, sale value, transport costs, or stud fees. Our total liability in any case is limited to the value of the services provided.

9. Data Protection

We comply with the UK General Data Protection Regulation (UK GDPR). Client and horse information will be stored securely and used only for the purposes of veterinary care, billing, and

regulatory compliance. We may share clinical records with referral hospitals, laboratories, insurance companies, or regulatory authorities where appropriate.

10. Complaints

We aim to provide the highest standard of care. If you are dissatisfied with any aspect of our service, complaints should be made in writing to: Director, ROS Equine Veterinary Services Ltd, Tauntons, Guildford Road, Rudgwick, West Sussex, RH12 3JB, United Kingdom. Email: office@rosequinevets.com

11. Governing Law

These Terms are governed by the laws of England & Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

12. Amendments

We reserve the right to amend these Terms & Conditions at any time. The latest version will always be available upon request or on our website.

Contact Details

ROS Equine Veterinary Services Ltd
Tauntons, Guildford Road, Rudgwick, West Sussex, RH12 3JB, United Kingdom
Tel: +44 1403 791690
Email: office@rosequinevets.com

Driven by Precision. Dedicated to Performance.