

# Cambridge Equine Hospital

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## Terms & Conditions

### Your Consultation Fees

The University of Cambridge funds a number of academic and assistant staff posts within the hospital but does not otherwise subsidise the veterinary clinical work. The professional fees charged reflect the costs of medical consumables, equipment maintenance and replacement, procedures, support staff and administrative services. The Queen's Veterinary School Hospital is a non-profit making organisation. Any surplus income is invested in improving facilities and equipment, and supporting staff posts in order to maintain our status as a centre of excellence.

### Payment

Full settlement of your account is required on presentation of our invoice for treatment. We accept cash, cheques, Switch/Delta and most major credit cards, except American Express. Payment should be made within 30 days of receipt of an invoice. Failure to settle your account within 30 days will result in action being taken to recover the debt. If you receive a final demand, failure to settle your account will result in court action being initiated to recover monies owed and we will inform you that we are unable to continue to provide routine veterinary services until this debt is settled.

### Insurance

If your horse is insured for veterinary fees, please ensure that your insurance company is informed ahead of your visit to determine the level of cover remaining on your policy for the current policy year. Please bring a signed claim form with you at the time of your appointment and hand it to the receptionist when checking in. We will ask you to pay a deposit of £100 towards any excess or exclusion on the policy. If you wish us to forward all the insurance forms to your insurers, please let reception know and we can note this on your account. If you elect to have the claim payable to yourself you will need to pay for all the treatment in advance of sending off the claim for reimbursement. Some insurance companies have the facility for the settlement of claims to be made direct to the veterinary practice. You may choose to take this option but please be aware that it is your responsibility to ensure that our account is paid before the debt exceeds 50 days. We recommend that you check the progress of the claim after 3-4 weeks if you have not received receipts from us to show that payment has been forthcoming. Any shortfall in the settlement of the claim that exceeds the £100 deposit will be recovered on the day we receive the cheque. In the event of the debt exceeding 50 days, action may be considered to recover any monies due to us and we will inform you that we are unable to continue to provide routine veterinary services until this debt is settled.

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Attending your appointment will be considered as acceptance of the above. If you have any queries concerning payments, please don't hesitate to contact a member of the hospital office team on 01223 760535 between 8.45am and 5.15pm.

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