



Terms and Conditions

Our Commitment to You

At Sandbeck Veterinary Centre, we endeavour to:

- Provide the best possible care and service for you and your pet(s).
- Uphold and comply with the Royal College of Veterinary Surgeons (RCVS) Code of Conduct and other relevant authorities.
- Keep you informed of any delays or changes to your appointment. While we aim to run on time, unforeseen clinical emergencies may cause delays.
- Provide an estimate of costs upon request, prior to any treatment. We pride ourselves on transparency in our fees.
- Maintain client confidentiality (see our Data Protection section).
- Respond to any concerns or queries promptly (see our Complaints Procedure below).

Out-of-Hours Service

Our standard opening hours are listed on our website. While we do not currently provide our own out-of-hours cover, we work closely with:

- Swift Referrals, Thorpe Arch

Other local 24 hour emergency clinics are:

- Medivet 24-Hour – Skeldale Veterinary Centre, Thirsk
- Abbey House Vets, Leeds

All are dedicated emergency facilities that offer telephone advice and emergency appointments.

To access out-of-hours care, please call our usual number – 01937 228780 – and follow the recorded instructions.

Missed Appointments

We understand that life is busy and appointments may occasionally be missed. However, repeated missed appointments may incur a charge at our discretion.

Prescription Requests

- Please allow 48 hours' notice for all prescription requests.
- In urgent cases, we will do our utmost to fulfil your request promptly.
- Regular examinations are required for us to issue repeat prescriptions, based on clinical need and subject to a reduced consultation fee.
- Written prescriptions are available on request, These are valid for 6 months (or 28 days for controlled drugs) and are chargeable.

Medication Postage

- All posted medications incur a charge to cover packaging and 24-hour tracked delivery.
- We accept no responsibility for loss or delay once the package has been posted.
- You may request a tracking number to follow up directly with the postal service.

Data Protection & Records

- We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Your information is stored securely for account management and medical records.
- We will not share your personal information, except where required (e.g. debt recovery).
- Your data is used for relevant communications such as test results, treatment updates, and appointment reminders. You may opt out of reminders.
- We can only discuss care or accounts with the named account holder(s).
- Clinical records and images remain the property of Sandbeck Veterinary Centre Ltd. Copies can be sent to you or another practice upon request.

Social Media

Our official social media pages (e.g., Facebook, Instagram) are monitored by designated staff members to ensure appropriate and respectful use.

Fees and Payments

- All fees are due at the time of treatment unless prior arrangements have been made with the Practice Manager or a Director.
- If costs exceed your budget, please speak to us before treatment starts. We will do our best to find a suitable plan.
- Outstanding debts will be referred to a third-party debt collection agency if not resolved after appropriate notice.

Pet Insurance

We strongly advise insuring your pet for unforeseen illness or injury.

- Insurance is a private agreement between you and your provider.
- We cannot recommend specific policies but are happy to discuss your options.
- Claim processing time: Up to 14 working days
- Indirect claims: You pay us; your insurer reimburses you (preferred method).
- Direct claims: Only with prior agreement, following a policy check. A small admin fee applies. You remain liable for any unpaid amounts.

Pet Health plan discounts

As a Pet Health Plan member, you'll receive 10% off all the care we provide — including surgery, diagnostics, lab work, and medications. This discount applies to services carried out by our own veterinary team and does not extend to treatments provided by external referral vets.

Fees covered under a Pawtail finance agreement will not be eligible for any further discounts through the pet health plan subscriptions.

Telephone Call Recording

All calls may be recorded for training and monitoring purposes.

Payment calls are paused during card details input to protect your privacy.

Your Responsibilities as a Client

- Treat our team with courtesy and respect.
- Keep dogs on leads and cats in secure carriers when visiting.
- Raise any concerns as early as possible to allow us time to address them.
- Inform us promptly of any changes to your contact details.
- Settle accounts at the time of treatment (see Payment section).
- Abusive or threatening behaviour will result in immediate and permanent withdrawal of our services.

We reserve the right to decline or discontinue our services.



Complaints Procedure

At Sandbeck Veterinary Centre, we are committed to listening, learning, and improving. If you are unhappy with any part of our service, we want to hear from you.

How to Make a Complaint

Please contact us as soon as possible. You can speak to a member of the team directly or get in touch via:

- Email: enquiries@sandbeckvets.co.uk
- Phone: 01937 228780
- Post: Practice Manager
Sandbeck Veterinary Centre.
Unit 8, Erivan Park,
Sandbeck Way,
Wetherby
LS22 7DN

Please provide:

- Your name and contact details
- Your pet's name
- Date of incident or concern
- Summary of the issue
- Desired outcome (if applicable)

What Happens Next

- We will acknowledge your complaint within 3 working days.
- It will be reviewed by the Practice Manager (or a Director, where appropriate).
- We aim to provide a full written response within 14 working days.
- If we need more time, we'll keep you informed.

Still Not Satisfied?

You can contact the Royal College of Veterinary Surgeons (RCVS) for further guidance:

- Website: <https://www.rcvs.org.uk>
- Phone: 020 7202 0789
- Email: info@rcvs.org.uk
- Post: RCVS
Belgravia House, 62-64 Horseferry Road
London
SW1P 2AF



Privacy Policy

Last updated: 13/06/2025

At Sandbeck Veterinary Centre Limited (“we,” “us,” or “our”), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose personal data when you use our services and the choices you have regarding your data.

We collect data through our website, services, mobile apps, and any personal data you provide in person at our practice.

1. Who We Are

Our website address is: www.sandbeckvets.co.uk

Sandbeck Veterinary Centre Limited is a provider of veterinary services located in Wetherby, England. We are registered in England and Wales under company number 12106545.

2. Information We Collect

We may collect and process the following types of personal data:

a. Personal Information:

- Name
- Address
- Phone number(s)
- Email address
- Payment details
- Pet Insurance information

b. Pet Information:

- Pet name, breed, age, sex, microchip number, medical history

c. Website Usage Data:

- IP address
- Browser type
- Browsing behaviour on our website

d. We collect data when:

- You register with us
- You contact us by phone, email, or through our website
- You visit our practice
- You complete forms or surveys
- You use our website or mobile apps

3. How We Use Your Information

We use your personal data to:

- Provide veterinary services
- Manage appointments, treatment records, and follow-ups
- Process payments and insurance claims
- Communicate important information (e.g., reminders, updates, and emergency alerts)
- Comply with legal and regulatory obligations

With your explicit consent, we may also use your data to send you marketing materials, newsletters, or special offers. You can withdraw your consent or opt out of marketing communications at any time by following the opt-out instructions included in each communication or by contacting us directly.

4. Legal Basis for Processing

Under UK GDPR, we process your personal data based on the following lawful bases:

- **Contractual necessity:** To provide veterinary care and services
- **Legal obligation:** To comply with regulatory requirements (e.g., financial records, regulatory reporting)
- **Legitimate interests:** To improve our services, maintain records, and manage administrative functions
- **Consent:** For optional communications, marketing, and promotional material

5. Sharing Your Data

We may share your information with trusted third parties for the purposes outlined in this policy. These may include:

- **Pet insurance providers** for the processing of claims
- **Referral veterinary specialists** for specialised treatment
- **Laboratories and diagnostic services** for tests or procedures related to your pet's care
- **IT and software providers** (e.g., practice management systems) that assist us in running our clinic
- **Law enforcement or regulatory bodies** when required by law

We may also share your data with trusted third-party service providers who process data on our behalf (e.g., cloud storage providers, payment processors). These third parties are contractually bound to protect your data and process it only for the purposes we've outlined.

We do not sell or rent your data to third parties.

6. Data Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorized access, loss, or misuse, including secure servers, encryption, and access controls. However, please note that no method of transmission over the internet is 100% secure, and we cannot guarantee the absolute security of your data.

7. Data Retention

We retain personal data only for as long as necessary:

- **Client information:** As long as you remain an active client
- **Financial records:** For at least 7 years, in compliance with UK tax and accounting laws
- **Pet medical records:** For as long as necessary for treatment, legal purposes, and compliance with veterinary regulations

Once the data is no longer required, we will securely delete or anonymize it.

8. Your Rights

Under data protection law, you have the following rights:

- **Access:** You can request a copy of the personal data we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete data we hold.
- **Deletion:** You can request the deletion of your data in certain circumstances.
- **Object or restrict processing:** You can object to or request the restriction of certain types of data processing.
- **Withdraw consent:** If we are processing your data based on your consent, you can withdraw that consent at any time.
- **Complaints:** You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe that your rights have been violated.

To exercise any of these rights, please contact us using the contact details provided below.

9. Cookies

Our website uses cookies to enhance your browsing experience, help us improve our website's functionality, and collect analytics data. Cookies are small text files stored on your device that allow us to remember your preferences and tailor your experience.

You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect your ability to use certain features on our website.

10. Contact Us

If you have any questions about this privacy policy or wish to exercise your rights, please contact:

Practice Manager

Sandbeck Veterinary Centre Limited
Unit 8, Ervian Park, Sandbeck Way, Wetherby, LS22 7DN
Email: Enquiries@sandbeckvets.co.uk
Phone: 01937 228780

This Privacy Policy may be updated from time to time. We will notify you of any significant changes by email or by posting an updated version on our website. We recommend reviewing this policy periodically to stay informed of how we protect your information