



COASTAL  
PET VET  
PAPAMO A

EFFECTIVE DATE:  
1ST APRIL 2026



# Terms & Conditions of Trade



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**THANK YOU FOR CHOOSING COASTAL PET VET TO CARE FOR YOUR BELOVED FAMILY PET. LOCATED WITHIN THE EXCELSA CENTRE, PAPAMOA BEACH AT UNIT 3 / 1 GOLDEN SANDS DRIVE, WE ARE A COMPANION ANIMAL GENERAL VETERINARY PRACTICE OFFERING HEALTH SERVICES TO BOTH DOGS AND CATS OF THE LOCAL COMMUNITY. THESE SERVICES INCLUDE BUT ARE NOT LIMITED TO CONSULTATIONS, DIAGNOSTICS, SURGERY, PREVENTIVE CARE AND PRESCRIPTIONS AS WELL AS OPTIONS FOR BOTH IN-CLINIC REFERRAL SERVICES AND OFFERING EXTERNAL SPECIALIST REFERRAL WHEN REQUIRED.**

**THESE TERMS OF SERVICE EXPLAIN WHAT YOU CAN EXPECT FROM US AND WHAT WE ASK FROM YOU WHEN USING OUR SERVICES. BY BOOKING AN APPOINTMENT OR ALLOWING US TO TREAT YOUR PET, YOU AGREE TO THESE TERMS AND CONDITIONS, WHICH IN DOING SO YOU ARE REQUESTING COASTAL PET VET TO ACCEPT YOUR ANIMALS INTO OUR CARE. THIS CLIENT-PRACTICE AGREEMENT WILL REMAIN IN EFFECT WHILE YOUR ANIMALS CONTINUE TO BE SEEN BY US, AND FOR UP TO 18 MONTHS FROM YOUR MOST RECENT VISIT.**

**WE MAY UPDATE THESE TERMS OF SERVICE ANNUALLY AND THESE CHANGES ARE EFFECTIVE IMMEDIATELY AS OF THE 1<sup>ST</sup> OF APRIL EACH YEAR. IT IS THE RESPONSIBILITY OF THE CLIENT TO ACCESS THESE TERMS VIA THE WEBSITE AND ADDRESS ANY CONCERNS PRIOR TO THE NEXT APPOINTMENT RAISED. THE LINK WILL BE SUBMITTED WITHIN THE CONFIRMATION APPOINTMENT EMAIL SENT OUT BY THE PRACTICE. PLEASE NOTE WE DO NOT OFFER ANY PRODUCTION ANIMAL OR FARM-BASED SERVICES.**

## APPOINTMENTS

Please arrive 5 minutes before your intended consultation appointment. If you are running late, we may need to shorten your appointment or reschedule it. If you cannot attend your appointment, please let us know as early as possible. Appointments cancelled with less than a 24 hour notice period or not attended may incur a cancellation fee.

We may accept instructions from a person who presents us with your animal on your behalf, provided they represent themselves as authorised to act for you. However, you will remain responsible for any fees incurred. Please advise us if there are people you do not wish to be accepted as acting on your behalf. Coastal Pet Vet reserves the right to decline to accept instructions from a third party where there is a reason to doubt their authority, or where doing so would not be in the interests of the animal.

Some animals may bite, scratch or behave unpredictably during consultation. Please advise us if your pet is anxious or stressed, particularly if an incident has happened previously or any known aggressive behaviour is to be expected before we handle your pet. For the safety of everyone in the waiting area, dogs should remain on leads and cats should be transported in secure carriers. We may use muzzles, towels, sedation or other appropriate handling techniques where necessary.

## APPOINTMENTS (CONTINUED)

Where euthanasia is requested, you confirm that you are authorised to make this decision, you understand the nature of the procedure and any cremation or aftercare instructions you provide are correct. Once euthanasia has been performed it cannot be reversed.

## EMERGENCIES

Emergency cases are prioritised according to their medical needs. Clients with booked appointments may experience delays if another animal requires urgent treatment. We appreciate your understanding.

After-hours emergency care for animals under our care is provided by a dedicated and overnight staffed facility called Bay After Hours Veterinary Hospital located at 1450 Cameron Road, Greerton (07 220 9775). If your animal requires urgent care outside our opening hours, please contact them directly or give our clinic number a ring (0508738838) which will redirect you to their facility. Our team will be notified and will follow up with you the next business day for any follow up care that may be required.

## CONSENT FOR TREATMENT

By presenting your pet for treatment, you authorise Coastal Pet Vet to examine your pet, perform appropriate diagnostic tests after consultation with you, provide appropriate medical treatment including the administration of medications, and refer for further specialist input when necessary. We will discuss recommended treatments whenever practical before proceeding. Any information provided to you for treatment is intended as a guide and such information is relied upon by you at your own risk. Blood tests, urine tests, X-rays, ultrasound or other diagnostics may be needed before we can safely diagnose or treat your pet. You may decline recommended tests, but doing so may limit our ability to diagnose or treat your pet safely.

Whilst we do our very best to deliver the optimum treatment for your pet, outcomes are never guaranteed and many treatments/surgeries carry inherent risks themselves that are often well documented. Although modern veterinary medicine is very safe, complications may occur including unexpected illness, reactions to medications or, in rare cases, death. Should anything unforeseen occur, we will treat accordingly and contact you as soon as possible to discuss any complications.

If your pet develops a life-threatening emergency while under our care and we cannot contact you promptly, you authorise us to provide treatment that we believe is necessary to relieve suffering, preserve life or prevent serious deterioration. You remain responsible for the costs of emergency treatment.

## ESTIMATES

We are happy to provide treatment estimates whenever possible. An estimate is our best prediction based on the information available at the time. Actual costs may vary if your pet's condition changes, additional testing is required, unexpected complications occur or treatment takes longer than expected. This is due to the structured way invoicing is carried out based on professional time, complexity of treatment, hospitalisation, materials used, and medications dispensed. If significant additional costs become necessary, we will try to contact you before proceeding unless delaying treatment would place your pet at risk

## FEES AND PAYMENT

Payment is required at the time services are provided or products have been dispensed, unless formally agreed otherwise with the practice manager. At our sole discretion, if an invoice has been requested and raised for services or goods provided, it is our expectation that this invoice is settled in full within seven days of the date of issue. If your pet is insured, payment remains your responsibility and settlement of your invoice is expected at the time of the appointment or discharge. We are happy to assist with claim forms where possible and send your clinical records onto your insurance provider for assessment.

Accepted payment methods include EFTPOS, Credit cards, Cash or Approved finance providers such as Q card or Afterpay. We may require a deposit for more complex treatments or surgeries as there are considerable costs incurred in preparation for these services. These deposits will be applied towards your final invoice on settlement. If notice of cancellation has not been provided within a 72-hour period of the treatment or surgery commencement date, then the deposit is considered non-refundable. If we cancel the intended procedure, or your animal is found to be medically unsuitable on the day of treatment, we will refund your deposit.

All products and medications dispensed are considered non-returnable and non-refundable unless agreed upon otherwise at the sole discretion of Coastal Pet Vet management. If there are any faults with any products supplied, we expect you to address this concern with us within 7 days. We may choose to offer a replacement or refund of the product concerned. We will not be liable for any products administered or handled incorrectly, or stored inappropriately and consequently damaged. If a service has been granted that you feel dissatisfied with, please advise us within 7 days of this concern and we will make every reasonable effort to investigate your concerns fairly and respectfully. Coastal Pet Vet, at its discretion, may repeat any services provided to a satisfactory standard or issue a refund for the provision of previous services.



## RAISING A CONCERN

We believe that most concerns can be resolved through open communication. If you have a concern about any service or product we have provided, please speak with the attending veterinarian or our practice manager in the first instance. If your concern is not resolved, you can send an email to [admin@coastalpetvet.co.nz](mailto:admin@coastalpetvet.co.nz) and address it to Justin (senior vet and owner). You should receive a follow up call or email within 5-10 business days. In the event of a dispute that cannot be resolved through discussion, either party may initiate mediation. You may also contact the Veterinary Council of New Zealand at any time to raise a formal complaint.

## OVERDUE ACCOUNTS

Accounts not paid by the agreed due date may incur additional fees associated with the time and effort of administration costs. Coastal Pet Vet may, at our discretion, apply monthly management fees in this respect of \$25. If no contact or intention to settle the account has been made prior to 60 days after the invoice was raised, a legal agency or debt collection agency may be approached to deal with any outstanding debt. You will be liable for any and all additional costs related in recovery of any overdue debt.

Coastal Pet Vet reserves the right to refuse to supply any further services or products whilst a client possesses an overdue debt. Payment will be required before any future appointments will be honoured. Basic essential emergency treatment will still be provided in order to support animal welfare in line with the Veterinary Council of New Zealand's Code of Professional Conduct.

## PRESCRIPTIONS

Prescription medicines can only be supplied where legally permitted and where our veterinarians believe they are appropriate. Some medications require regular examinations before repeat prescriptions can be issued, usually within a six-month period from the date of last consultation.

## MEDICAL RECORDS

All medical records, including consultation notes, diagnostic images, radiographs, laboratory results, and other investigation records remain the property of Coastal Pet Vet as required by law. You may request copies of our records at any time via email or by contacting us directly by phone on 0508738838. Clinical records will be transferred promptly to another veterinary practice on the client's request or on behalf of the client by another veterinary clinic, consistent with the practice's obligations under the Veterinary Council Professional Code of Conduct regarding continuity of care.

## PRIVACY

We collect basic personal information from you in order to provide veterinary services, communicate with you via direct or indirect methods, process payments and comply with legal obligations. Your name, phone and email contact details, living address and animal details are used to provide ongoing clinical services to you and maintain appropriate clinical records. These details underpin the vital communications we use to contact you regarding appointment reminders, vaccination date reminders, laboratory results, post operative communications and payment matters. You may ask us to change your communication preferences at any time.

We may take photographs of your pet for medical records or social media posts. Unless you have notified us prior, we assume you allow the use of your pet's photographs for education, training or marketing purposes. You may withdraw marketing consent at any time.

We take all reasonable steps to protect your information through careful staff training and appropriate business practices. We will only share your information where we are required to by law, if it is necessary for referral services or laboratory testing, if we may need to pass on details to external agencies, or if you have directly authorised us to do so on your behalf.

The Privacy Act 2020 of New Zealand is built around some key Information Privacy Principles (IPPs). Coastal Pet Vet will endeavour to collect only information that is necessary, inform individuals about why it is being collected, keep it accurate and secure, and use or disclose it only for the purpose for which it was collected unless an exception applies. Individuals have the right to access and request correction of their personal information, which can be done telephonically with our staff or online via your unique customer user portal. Any serious breach will be investigated and you will be notified directly.

## LIMITATION OF LIABILITY

Without ignoring the obligations under The Fair Trading Act 1986 and The Consumer Guarantees Act 1993 of New Zealand law, Coastal Pet Vet is not liable for any damages or losses of any nature (lost profits, consequential loss or business such as breeding complications or losses) whether suffered or incurred by the Client or another person and whether in contract, tort (including in negligence), equity or otherwise. If Coastal Pet Vet is found liable under these laws, our liability shall not exceed the total product or service cost provided to you. To the highest extent of the law, you agree to indemnify Coastal Pet Vet against all liabilities, personal legal costs, claims or losses that may occur through the use of our products and services. Coastal Pet Vet is not responsible for outcomes beyond our reasonable control or for any complications that are recognised risks of veterinary medicine or surgery. Coastal Pet Vet does not give any warranty, expressed or implied, with respect to the outcomes obtained from the use of our services or products supplied.

## TERMINATION OF THE AGREEMENT

These Terms of Service form the agreement between you and Coastal Pet Vet regarding veterinary services unless otherwise agreed in writing.

Coastal Pet Vet reserves the right to end the relationship with reasonable notice, provided animal welfare is not compromised, including notification in writing. Similarly, you have the right to end the client-practice relationship at any time in writing. However, any outstanding debt remains payable and is expected to be settled immediately. Upon receipt of written instruction to end the relationship, Coastal Pet Vet will support a transition to a new veterinary clinic of your choice. All clinical records may be sent on your behalf (with your permission) so continuity of care is maintained. Emergency care will still be provided by Coastal Pet Vet if needed until such a transition is finalized.