



VET2U

Dr vétérinaire  
Diana James  
La Bourdette Haute  
Beauville  
47470



06 32 23 77 08  
[divetjames@me.com](mailto:divetjames@me.com)

**General Terms of Business of the veterinary care establishment of the Cabinet Docteur Veterinaire (DV)  
JAMES Diana.**

These conditions can be consulted in the waiting room at La Bourdette Haute, 1013 Route de la Cote Rouge, 47470, Beauville or on [www.vet2u.eu](http://www.vet2u.eu)

**Name of the care facility.**

The care establishment is classed as a 'cabinet vétérinaire' conforming to the resolution of 13<sup>th</sup> March 2015 regarding vétérinaire care establishments.

DV JAMES Diana  
1013 Route de la Cote Rouge  
Beauville 47470  
0632237708 [divetjames@me.com](mailto:divetjames@me.com)

**Opening hours and conditions of reception of the public.**

The veterinary cabinet is open to the public **exclusively by appointment.**

Appointments can be made by phone call / text message / whatsapp / email.

Consultations take place preferably at the cabinet but under certain circumstances they can be carried out at the clients home after agreement of the veterinarian.

An agreement has been signed for emergency/out of hours cover, and when I am unavailable, with

**Clinique St Jacques,  
1497 Avenue Marechal Leclerc,  
47000, Agen  
0553682233 [www.veterinaire-saintjacques.fr](http://www.veterinaire-saintjacques.fr)**

Except in the cases provided for by the code of ethics, I reserve the right to refuse any customer who:

- is guilty of incivility, insult, threatening behaviour, shouting, defamation in writing or orally.
- manifests any violent or inappropriate behaviour.
- is in default of payment without prior agreement.
- does not attend 2 appointments without having taken notified me of wish to cancel.
- does not keep his animal in conditions that ensure the safety and physical integrity of the staff or refuses the proposed means of restraint and / or the instructions given.



membre d'une association gestion agréée acceptant a ce titre des honoraires par chèque et carte.

[www.vet2u.eu](http://www.vet2u.eu)  
siret – 490 518 388 00015  
TVA FR89 4905 18388



Pet consultations.

The species cared for are pets (dogs, cats).

**EMERGENCIES ARE PROVIDED BY  
CLINIQUE ST JACQUES,  
1497 Avenue Marechal Leclerc,  
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0553682233 [www.veterinaire-saintjacques.fr](http://www.veterinaire-saintjacques.fr)**

Staff assigned to the care of animals.

DV Diana JAMES exercises alone at the Cabinet Veterinaire. Qualified from London Veterinary College in 1990, MRCVS (1320427), Ordre Veterinaires de Nouvelle Aquitaine (20290)

Services performed within the veterinary cabinet.

General medical consultations.

Surgeries of convenience (neutering) (except sterilization of bitches),

Routine surgery. For acts requiring equipment not available in the structure or a specific skill, I collaborate with other veterinary clinics who are better adapted to these requirements.

Hospitalization Medical reasons or pre and/or post surgery.

Laboratory analysis (blood/urine/stool) general biochemistry, hematology, ionogram, rapid in-house tests, Additional analyses can be done in an external laboratory with the client's agreement.

Dispensing of medicines in accordance with the legislation on veterinary pharmacy in force

Supply of hygiene products and food.

Identification by microchip or tattoo (wild cats)

Vaccination consultations and preventive medicine.

Dental descaling and certain other dental care procedures.

Anaesthesia I do not have gaseous anaesthesia. If your pet is elderly, or frail then I will refer to an appropriate veterinary clinic.

Home visits on agreement and if appropriate.

Medical Imaging I refer animals for imaging to appropriate Clinics.

Surveillance and care of hospitalized animals.

Hospitalized animals are monitored on a regular basis.

Permanency and Continuity of care.

The permanence and continuity of care outside opening hours is ensured by

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The contact details of the on-call vet will be on the answering machine – make sure you have a pen and paper handy. When I am unable to respond to an emergency within a reasonable time, pet owners who contact me will be redirected to a nearby veterinary structure available.





Terms of Payment.

Fees are payable at the end of the consultation or when the animal is returned to the client. Exceptionally, a split and deferred payment may be accepted according to terms agreed between the veterinarian and the client. In all cases, any delay in payment beyond 60 days following the issue of the invoice will give rise to the invoicing of late payment penalties equivalent to three times the legal interest rate in force on the day the invoice becomes due.

If costs due to a collection service are necessary, they will be borne by the client.  
DV Diana JAMES reserves the right to sue the debtor in case of non-payment via the intervention of a bailiff.

Disputes.

In the event of a dispute, you can first request an interview with DV James who will endeavour answer your questions and find common ground. If this approach does not resolve the dispute, you can contact the Regional Council of the Order of New Aquitaine whose contact details are as follows:

**CRO Nouvelle Aquitaine**  
**40 rue de Belfort**  
**33000 Bordeaux**  
**Tel.: 05 56 2456 93 [cro.nouvelle-aquitaine@veterinaire.fr](mailto:cro.nouvelle-aquitaine@veterinaire.fr)**

To appeal to the Consumer Mediator, it is advisable to go to the website of the National Council of the Order of Veterinarians ([www.veterinaire.fr](http://www.veterinaire.fr))

Professional Liability.

Our professional liability insurance company is: Abeille Assurance, 1067 Route de l'Aerodrome, BP31577, 84916, Avignon. 04 90 86 54 68 contract number 77133011

GDPR (General Data Protection Regulation). PROFESSIONAL SECRECY

In accordance with the Data Protection Act of 6 January 1978, the client has a right of access, modification, and deletion of data concerning him/her from the holder of the care establishment. Any veterinarian is subject to professional secrecy, no information collected during the consultation may be disclosed except rogatory commission under the conditions provided for by law.



General terms of business updated on 11/04/2023

Dr JAMES Diana BVetMed MRCVS Ordre Vétérinaires d'Aquitaine 20290



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## Species treated.

Only companion animals are received. I do not have the equipment or skills to care for species other than cats and dogs.

## Therapeutic risk, Anaesthetic risk, Risk related to restraint, informed consent of the client.

For any drug treatment, any anaesthesia, or any surgical procedure carrying a potential therapeutic risk, the owner/keeper of the animal concerned is informed at least verbally. In cases where the animal is kept in the cabinet, a written care contract is established. Animals that present an elevated risk under anaesthesia (elderly/ existing pathology) are entrusted to a Veterinary Clinic for the necessary care. A blood test is recommended before anaesthesia.

The behaviour of an animal (aggressiveness, panic etc.) sometimes requires the use of restraint, occasionally some of these means can lead to injury. Before any special restraint, the owner/keeper of the animal is informed and gives his agreement.

## End of life and Death of the animal.

In case of death of an animal, the veterinary cabinet offers the services of the company ESTHIMA in Castelsarrasin. <https://www.esthima.fr/>. The Veterinary Cabinet will arrange the necessary for your pet's body. Payment is to the Cabinet, including urns.

Private cremation (where you are present at the crematorium) is possible on arrangement, also individual cremations (with the ashes of your pet in an urn).

## Admission of Animals.

For safety reasons, animals admitted for consultation must be under control – on a lead or in a transport cage adapted to the species.

Category 1 and 2 dogs are accepted at the cabinet on the condition that they are muzzled, kept on a lead and held by an adult.

## Pricing conditions.

The tariffs of common procedures are posted in the consultation room.

The total to be paid is the sum of the medical and surgical procedures, laboratory tests, medicines and other products delivered. It will give rise to the production of a detailed invoice subject to 20% VAT (except refuges) and a copy will be offered to you in accordance with the legislation.



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