



Terms & Conditions:

VAIS Veterinary Advanced Imaging Services

(Small Animal Services Ltd, trading as "VAIS")

Company: Small Animal Services Ltd (company no. 16229766)

Registered office: 25 Breidden Way, Bayston Hill, Shrewsbury, SY3 0LL

Trading name: VAIS – Veterinary Advanced Imaging Services ("VAIS", "we", "us")

Intended users: UK registered veterinary professionals ("you", "the Client").

Contact: info@vaisultrasound.com · +44 7493 694191 · www.vaisultrasound.com

By using this website and/or booking our services, you agree to these Terms. If you do not agree, please do not use the website or book services.

1. Scope of services & geography

We provide mobile small animal diagnostic ultrasound (dogs & cats) and related ultrasound-guided procedures at the Client's premises. Primary service areas: Suffolk, Norfolk, Essex, Hertfordshire, Cambridgeshire and East London (UK).

2. Booking & cancellations

- Book via website form, email, WhatsApp or phone.
- A booking is valid only once confirmed in writing
- Clinic side cancellations or rescheduling: no fee.
- VAIS rescheduling/cancellation: we may reschedule or cancel (including short notice) if facility, welfare, safety or scheduling constraints require it. Emergencies are prioritised.

3. Clinic responsibilities (on-site requirements)

- Room & power: a quiet, dimmable space with a table suitable for lateral recumbency, and mains power.
- Qualified personnel: a veterinary surgeon or RVN must be present to handle the patient and monitor sedation/GA if used.
- Clipping & owner communication: animals should be clipped before arrival per our instructions. You must inform owners about clipping and obtain informed consent.
- Consent (ultrasound, sedation, sampling): you obtain and retain written informed consent; you explain risks/benefits to the owner.

- Medicines/sedatives: are provided and administered by the Client under your clinical judgment. We may share typical protocols; final decisions remain with you.
- Consumables & utilities: VAIS brings the ultrasound unit and standard consumables. The Client permits reasonable use of items such as electricity, syringes, surgical spirit, blue roll, etc.
- Owners present: owners do not attend the scan unless expressly agreed in advance.

4. Deliverables & turnaround

- Same-day findings discussion with the attending clinician.
- Clinical report: same day wherever possible; always within 24 hours by email. If you need faster turnaround, tell us and we'll try to accommodate.
- Media: images/clips supplied for your PMS; DICOM available on request.
- We may recommend referral if imaging suggests a higher-risk intervention is safer.

5. Ultrasound-guided procedures

- Performed by the attending vet; VAIS provides real-time imaging guidance (e.g., FNA of masses/nodes, targeted fluid sampling such as abdominocentesis; guidance for thoracocentesis; cyst/abscess aspiration; cystocentesis where indicated).
- Sample handling: the Client is responsible for collection, labelling, preservation, storage and transport to your chosen laboratory, following applicable protocols and standards.

6. Limitations & training

- Advice provided on the day is collaborative clinical input, not formal CPD unless explicitly arranged as a CPD session.
- We do not provide anaesthesia/sedation, patient monitoring, or post-procedure nursing—these remain the Client's responsibility.

7. Website use & acceptable use

- The website is for veterinary professionals to obtain information and arrange visits. No login is required.
- We strive for accuracy but do not guarantee completeness or suitability.
- Security: You must not introduce malware, attempt unauthorised access, or carry out denial-of-service attacks. Breaches may be reported to authorities and will terminate your right to use the site.

8. Insurance, standards & liability

- VAIS clinicians are MRCVS and maintain Professional Indemnity with the Veterinary Defence Society (evidence available on request).
- We operate within UK law and RCVS professional standards; requests falling outside will not be undertaken.
- To the fullest extent permitted by law, we exclude liability for indirect or consequential loss (including loss of revenue, profit, contracts, data, goodwill or wasted management

time). Nothing limits liability that cannot be limited under applicable law.

- VAIS is not responsible for complications arising from sedation/GA, which remain the Client's responsibility.

9. Intellectual property

All website content (text, images, branding) is protected by copyright. Unauthorised copying, redistribution or public display is prohibited.

10. Invoicing & payment

- Invoices are issued on delivery of the full report and sent by email.
- Payment terms: 30 calendar days from invoice date, by BACS only.
- Late payment: interest at 8% above the Bank of England base rate under the Late Payment of Commercial Debts (Interest) Act 1998, plus reasonable recovery costs.
- We may suspend services while sums remain overdue.

11. Force majeure

We are not liable for delays or cancellations due to events beyond our reasonable control (e.g., extreme weather, illness, emergencies, transport disruption, utility failures).

12. Data protection (GDPR)

- We process data only as needed to deliver services and manage bookings.
- For clients/owners, we prefer a practice-specific unique identifier; owner names may appear within that identifier where operationally required.
- Diagnostic images and records created during our service remain VAIS property. They may be used for training, audit and educational materials; any uniquely identifying details will be removed. We do not request or store external owner/pet photographs.
- Images are retained for at least one year and may be kept longer for clinical audit and record integrity.
- A private individual seeking removal should make the request via the referring practice. If records are anonymised or identified only by practice-specific codes, deletion may render retrieval impossible; repeat services may be required at the Client's cost.
- Booking data may be processed via Wix.com and other sub-processors that meet industry security standards.
- See our Privacy & Cookies notice for full details and your rights.

13. Feedback & reviews

We may send a post-visit survey. Feedback may be moderated for professionalism and relevance.

14. Changes to these Terms

We may update these Terms from time to time. The latest version will be posted on the website and applies to future bookings.

15. Governing law & disputes

These Terms are governed by the laws of England & Wales. Parties agree to seek good-faith resolution and, where appropriate, mediation before legal proceedings. The courts of England & Wales have exclusive jurisdiction.

Contact: For questions about these Terms, email info@vaisultrasound.com.