



## OncoTails – Terms & Conditions

*Last updated: January 2026*

### 1. About OncoTails

OncoTails is a specialist veterinary oncology service providing **remote oncology advice and treatment planning**. We work in partnership with referring and local veterinary practices to support cancer case management while keeping patients under the care of their primary veterinarian wherever possible.

These Terms & Conditions govern the use of OncoTails services by **veterinary professionals and pet owners** (“Clients”). By accessing or using our services, you confirm that you have read, understood, and agreed to these Terms.

---

### 2. Nature of the Service

#### 2.1 Services Offered

OncoTails provides **non-emergency, remote veterinary oncology support**, which may include:

- Teleconsultations with pet owners (video preferred, telephone where required)
- Specialist oncology advice to referring veterinary surgeons
- Review of diagnostics, imaging and histopathology
- Written oncology treatment and staging recommendations

In accordance with **RCVS regulations**, OncoTails:

- Does **not** prescribe medications
- Does **not** issue written prescriptions

Any medications recommended must be prescribed by the referring or primary veterinary surgeon, who retains clinical responsibility for the case.

#### 2.2 Emergency Care

OncoTails does **not** provide emergency services.

If a pet experiences an emergency (including but not limited to respiratory distress, collapse, seizures, severe vomiting or diarrhoea, high temperature, suspected sepsis or acute deterioration), the owner must contact their **local or emergency veterinary provider immediately**.

---

### 3. Clinical Responsibility & RCVS Compliance

Use of OncoTails services **does not establish a veterinary-client-patient relationship (VCPR)** between OncoTails and the pet.

In line with RCVS guidance:

- The animal remains under the care of the **referring veterinary practice**
- The referring vet is responsible for prescribing and clinical decision-making
- OncoTails provides **advisory, specialist guidance only**

Out-of-hours care remains the responsibility of the referring practice and their nominated provider.

---

### 4. Client Responsibilities

#### 4.1 Pet Owners

Pet owners are responsible for providing accurate and complete information regarding:

- Their pet's medical history
- Current medications
- Previous investigations and treatments

Advice provided is based solely on the information supplied. Incomplete or inaccurate information may limit the advice that can be given.

#### 4.2 Referring Veterinary Practices

Referring veterinarians must provide all relevant clinical documentation **at least 24 hours prior** to consultation, including where applicable:

- Clinical history and examination findings
- Diagnostic imaging (DICOM format where relevant)
- Pathology and histopathology reports

- Current medications and comorbidities

Failure to provide adequate information may result in delays or rescheduling.

---

## 5. Booking, Payment & Cancellations

### 5.1 Booking

Consultations are booked via the online booking system. Appointments are conducted via Microsoft Teams or Zoom as standard, or by telephone where video is not possible.

Clients are responsible for ensuring suitable internet or telephone access. Calls may originate from an “unknown” number.

### 5.2 Payment

Payment is required **at the time of booking** and is processed securely via Stripe.

### 5.3 Cancellations & Rescheduling

- Cancellations with less than **24 hours’ notice** are charged in full
- Cancellations with more than 24 hours’ notice will be refunded minus processing fees
- One free reschedule per appointment is permitted with at least 24 hours’ notice

If OncoTails is unable to deliver a scheduled consultation due to unforeseen circumstances, the appointment will be rescheduled or refunded, at the client’s preference.

Refund requests should be submitted to **info@oncotails.co.uk** and are typically processed within 7 days.

---

## 6. Post-Consultation Communication

Following a consultation:

- A written summary of recommendations will be provided by email
- The referring veterinary surgeon will receive a copy of recommendations, in line with RCVS professional guidance

For routine consultations, reports are typically issued within **24 hours**. Any delays will be communicated.

All recommendations are **advisory** and intended to support the primary veterinarian’s clinical decision-making.

---

## 7. Confidentiality, Data Protection & Records

OncoTails treats all client and clinical information as confidential.

Personal data is processed in accordance with the **UK GDPR and Data Protection Act 2018** and is used solely for the provision of veterinary services.

Clinical and consultation records are retained securely **in accordance with legal, professional and indemnity requirements**, and only for as long as necessary.

Information will not be shared with third parties except:

- Where required by law or professional obligation
- For animal welfare or public health reasons

---

## 8. Use of Anonymised Information

With explicit consent, OncoTails may use **anonymised clinical information or images** for:

- Professional education
- Teaching materials
- Case discussions or presentations

Declining consent will **not** affect the care or services provided.

---

## 9. Technical Considerations

Remote consultations may occasionally be affected by technical issues. Where significant disruption occurs, the consultation will be rescheduled without additional charge.

Clients are asked to join video consultations at least **5 minutes early** to ensure connectivity.

---

## 10. Limitation of Liability

OncoTails is not liable for loss, damage or adverse outcomes arising from:

- Incomplete, inaccurate or withheld information supplied by the client or referring veterinarian

- Decisions made by third parties based on advisory recommendations

All advice is provided as specialist guidance to support, not replace, primary veterinary care.

---

## **11. Changes to These Terms**

OncoTails reserves the right to update these Terms & Conditions. Any changes will be published on the website and, where appropriate, communicated directly.

---

## **12. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of **England and Wales**.