

Galedin Limited: Terms & Conditions of Business updated 1st April 2016

Fees

All fees, diet & drug charges are subject to VAT at the current rate. Fee levels are determined by the procedure undertaken or the amount of time spent & according to laboratory investigations, drugs, materials, consumables used and administrative or specialist charges incurred. Details of our fees are available on request & a detailed invoice is available (issued) for every transaction. Fee estimates are available for any veterinary work we offer, but please bear in mind that any estimate given can only be approximate as an animal's treatment may need to reflect a change in that animal's medical requirements and these cannot always be predetermined. We aim to keep our clients fully informed of any such changes, but in exceptional circumstances, treatment may be required before the owner can be informed. We will upon request be pleased to provide a written estimate for non-in-patient based treatment. We provide our services 24 hours a day, 365 days a year. Out-of-hours fees are chargeable when a veterinary surgeon is called to attend to your animal(s) outside of the normal surgery hours (Normal Surgery hours are Monday to Friday 8am-6.30pm and Saturday morning).

Methods of payment

- Cash
- Cheque payable to Galedin Ltd
- Credit/debit card - Visa, MasterCard, Maestro or Solo
- BACS, internet banking and Standing Orders. Our bank details are Galedin Ltd, sort code 80-16-57, account number 10056464

Insured Animals

Galedin Limited supports the principle of insuring your animal against unexpected illness or accidents. If your animal is insured, we may agree to receive payment directly from your insurance company. This must be discussed with us before treatment is carried out. Please take note that insurance arrangements ultimately are a matter between our clients and their insurers. **Our clients always remain ultimately responsible for payment of our fees.**

Settlement Terms

Small Animals

Small animal accounts are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets. (*Although there are occasions when we incur costs on your behalf, such as tests performed at specialist laboratories which will be invoiced to you at a later date, and be payable within 14 days of invoicing.*) Invoices outstanding after 14 days may be liable to a surcharge of £10, which will thereafter be levied monthly. Invoices outstanding after 90 days may be referred to our Debt Collection Agency or the County/Sheriff Courts, if satisfactory repayment arrangements have not been made with ourselves. Further costs and interest incurred whilst collecting the debt will also be the responsibility of the client. Any cheque issued which is returned unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in a client's account being restored to the original sum together with any fees incurred in the process.

Farm Animal and Equines

Farm animal and Equine accounts are due for settlement within 30 days of the date of invoice. Invoices outstanding after 30 days will be liable to a monthly surcharge of £7.50. Invoices outstanding after 90 days may be referred to our Debt Collection Agency or the County/Sheriff Courts, if satisfactory repayment arrangements have not been made with ourselves. Further costs whilst collecting the debt will also be the responsibility of the client. Any cheque issued which is returned unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in a client's account being restored to the original sum together with any fees incurred in the process.

Inability to pay

If you find yourself in the unfortunate position where you think you will be unable to pay for our services, please discuss this matter with a member of staff BEFORE treatment is undertaken and any costs are incurred. We will be sympathetic to and endeavour to assist clients with genuine financial difficulties for example by arranging individual payment terms whenever possible.

Complaints

Whilst we hope that our service does not give you cause for complaint, we also wish to improve if our service does not meet the standards you wish for, so please raise any concerns by contacting The Practice Manager, Galedin Veterinary, Ramparts Veterinary Centre, Windmill Way West, Berwick Upon Tweed TD15 1TB and she will pass your complaint on to the appropriate director. We would also appreciate any positive feedback on the service we provide.

Ownership of records

Case records and similar documents are the property of and will be retained by Galedin Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray, remains the property of the Practice. Upon request copies of records with a summary of the history of your animal will be passed to another Veterinary Surgeon taking over your animal's treatment.

Prescriptions

Written Prescriptions are available from this practice. The current charge (01/04/16) for a written Prescription is £17.62 for Small Animal and £22.43 for Large Animal and Equine inclusive of VAT. This may be altered without prior notice, but the current fee will be prominently displayed in our premises and on our website. You may obtain relevant veterinary medicinal products directly from us as your veterinary surgeon OR you may ask for a Prescription and obtain these medicines from another veterinary surgeon or from a pharmacy. Prescriptions for certain groups of veterinary medicinal products require that we have conducted a veterinary clinical assessment of an animal. This assessment must be made sufficiently recently, that the relevant animal can be considered "under our care" at the time of writing the prescription. If we require you to allow us to examine or re-examine your animal before we are able to issue a prescription, please be aware that the examination, in addition to being good veterinary practice, is a requirement of the law of the land. A written prescription may not be appropriate if your animal is being treated as an in-patient or if immediate medical treatment is necessary. We will be happy to inform you of our current price for any medicine that we may prescribe for your animal. The general policy of this practice is to re-assess an animal requiring a repeat of a prescription for veterinary medicinal products in certain legal categories (POM, POM-V, POM-VPS, NFL-VPS) at least every six months (but this may be less in individual circumstances). The current standard charge for a re-examination is currently £24.48 inc. VAT.

We ask that you give us 24hrs notice when ordering repeat prescription drugs either for collection from the office or to be posted. All drugs must be approved by one of the Veterinary Surgeons before our Reception staff are authorized to issue them to you and in some cases, we may have to order the drugs into stock so please do allow enough time.

Variation in Terms and Conditions of Business

No addition to or variation of these conditions will bind the practice unless specifically agreed in writing by one or more members of Galedin Ltd. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.