



Fees

Fee levels are determined by the procedure undertaken or the amount of time spent, plus laboratory investigations, drugs, materials, consumables used, and any administrative or specialist charges incurred. All fees, diet & drug charges are subject to VAT at the current rate. Details of our fees are available on request. A detailed invoice is available 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, which 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 happy 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 our normal surgery hours.

Methods of payment

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

Insured Animals

Galedin Ltd strongly advises insuring your animal against unexpected illness or accident. 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 note that insurance arrangements ultimately are a matter between our clients and their insurers. Clients always remain ultimately responsible for payment of our fees.

Settlement Terms

Pet owners

Pet animal invoices are due for settlement in full at the end of a consultation, on collection of your animal from the practice, or when picking up medication or food. On occasion when we incur costs on your behalf, such as tests performed at specialist laboratories, these may be invoiced to you at a later date, and will be payable within 7 days of invoicing. Invoices outstanding after 7 days may be liable to a surcharge of £10, which will thereafter be levied monthly. Outstanding invoices 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, or any cash tendered which is found to be counterfeit will result in a client's account being restored to the original sum, with the addition of any fees incurred in collection.

Horse owners

Equine charges not paid at the time of treatment are due for settlement within 30 days of the date of invoicing. Invoices outstanding after 30 days will be liable to a monthly surcharge of £7.50. Outstanding invoices 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, or any cash tendered which is found to be counterfeit will result in a client's account being restored to the original sum, with the addition of any fees incurred in collection.

Business accounts

Business accounts are due for settlement within 30 days of the date of invoicing. Invoices outstanding after 30 days will be liable to interest, compensation charges and reasonable costs under the Late Payment of Commercial Debts (Interest) Act 1998.

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 incurred. We will be sympathetic to, and endeavour to assist, clients with genuine financial difficulties, for example by arranging individual payment terms whenever possible.

Missed Appointments

Clients who fail to bring their animal in for a pre-arranged appointment may be charged £15. Clients who cancel a large animal or equine visit after the vet has left the surgery will be charged their usual visit charge.

Complaints

Whilst we hope that our service does not give you cause for complaint, we also wish to improve if we do not meet appropriate standards. Please raise any concerns by contacting The Practice Manager, Galedin Veterinary, Ramparts Veterinary Centre, Windmill Way West, Berwick Upon Tweed TD15 1TB within 30 days of treatment. She will pass your complaint on to the appropriate Director. We 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 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 (01/06/17) for a written prescription is £17.62 inclusive of VAT. This may be altered without prior notice, with the current fee prominently displayed in our premises and on our website. You may obtain relevant veterinary medicinal products directly from us as your veterinary surgeons, 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 by law. 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 charge for a prescription check is the same as our recheck consultation fee.

We ask that you give us 24hrs' notice when ordering repeat prescription drugs, either for collection from the reception or to be posted. All drugs must be approved by one of the Veterinary Surgeons before our Reception staff are authorised to issue them to you. 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 Directors and the Financial Controller 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.