



GALEDIN  
VETERINARY

## Terms & Conditions of Galedin Ltd

July 2020

### **FEE LEVELS**

All fees, diets and drug charges are available on request and are subject to VAT at the current rate. Fee levels are determined by the levels of expertise and time spent on a case and according to drugs, consumables and materials used. A member of staff will be happy to discuss any queries you may have.

### **SETTLEMENT TERMS**

Payment is due at the time of treatment or discharge unless alternative arrangements have been agreed in advance. Should an account not be settled, a reminder will be sent. Should it be necessary for further reminders to be sent, administration charges will be incurred. After due notice, unpaid accounts may be referred for legal action and further charges, such as for the production of reports, correspondence, court fees, attendance at court and phone calls will be levied in respect of costs incurred in collecting the debt. While it is our policy to co-operate with our clients whenever possible, if payment is not made in accordance with our terms then debts will be escalated for further action and may include referral to the County Court to issue proceedings. Any cheque or credit/debit card transaction not honoured, or any cash tendered that is found to be counterfeit will result in the account being restored to the original sum with further charges added to cover bank charges and administrative costs.

### **INABILITY TO PAY**

If for any reason, you are unable to settle your account as specified, we ask you to discuss the matter with a member of staff as soon as possible and before treatment takes place. Please note that instalments or part payment of any account may be sanctioned with the express permission of a senior member of staff, but any such arrangement must be agreed before treatment takes place. Emergency treatment to alleviate suffering will always be given irrespective of ability to pay.

### **METHOD OF PAYMENT**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs and/or diets. You may settle your accounts using cash or credit/debit cards. Card payments can be taken over the phone for your convenience. BACS payments are to be paid to the bank account shown on the foot of your invoice and should include your surname and postcode as a payment reference. If you cannot find it, please call your surgery.

### **ESTIMATES OF TREATMENT COSTS**

We will have provided you with a written estimate as to the probable costs of a course of treatment or surgical procedure. Please bear in mind that any estimate given can only be approximate and additional costs, which cannot be predicted at the outset, may occur as treatments progresses. We will make every reasonable effort to discuss any such additional costs wherever possible. Written estimates are valid for one month and as they are estimates only, they cannot reflect the final costs incurred.

### **BUSINESS ACCOUNTS**

Business accounts are due for settlement within 30 days of date of invoicing. Invoices outstanding after 30 days will be liable to interest, compensation charges and cost under Late Payment of Commercial Debts (Interest) Act 1998 including our Administrative costs. If outstanding accounts are referred for legal proceedings the Court Fees and Legal Costs will also be claimed.

### **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.

### **PRESCRIPTIONS**

Written prescriptions are available from this practice. Please contact your branch for details and cost.

### **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. We value any positive feedback on the service we provide. Please raise any concerns in the first instance by contacting [info@galedinvet.com](mailto:info@galedinvet.com). Please clearly mark your email subject as "Care of The Practice Manager, Galedin Veterinary" within 30 days of treatment. We promise to provide a response to your email within 7 days of receipt.

**Galedin Limited.** 171 Mayfield Road, Edinburgh EH9 3AZ

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Visit us @ <http://www.galedinvet.com>