

Payments:

All accounts are due for settlement at the time of each consultation, collection of your pet after surgery or hospitalisation and collection of drugs or diets. Payment can be made by cash, credit or debit card. Clients cannot carry accounts with ourselves and any outstanding amounts after 3 months and due notice is given, details of overdue accounts will be referred to an independent debt collection agency and maybe subject to legal action. If the outstanding debt is passed to our debt collection agency you will be liable for any additional costs incurred.

If for any reason you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Under very exceptional circumstances we may extend credit on an account so that payments can be made over a set time period. This facility is strictly limited and subject to strict terms and conditions. The facility is not available to new clients (under 12 months registration) or clients with any previous poor payment record.