

Should it be necessary for further reminders to be sent, further charges will be incurred. These may however, be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in collecting the debt, such as; production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheques returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

INABILITY TO PAY

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. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of Jim McLellan.

PET HEALTH INSURANCE

The practice strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff; however staff are limited by law in the advice they are able to give on individual insurers. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company.

COMPLAINTS & STANDARDS

We hope you never have recourse to complain about the standards of service received from us. However, if you feel that there is something you wish to complain about, please direct your complaint in the first instance, in writing, to Jim McLellan.

OWNERSHIP OF RECORDS

The care of your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph remains with the practice. No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by Jim McLellan. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

CUSTOMER BEHAVIOUR

The abuse of staff physically or verbally will not be tolerated and will result in the customer being removed from our client list and possibly reported to the police.

NORMAL OPENING TIMES- closed Saturday and Sunday

Monday **9-5pm**
Tuesday **9-5pm**
Wednesday **9-5pm**
Thursday **9-5pm**
Friday **9-5pm**

**24 hour EMERGENCY SERVICE
7 DAYS A WEEK**

Jim McLellan MRCVS & Associates Veterinary Surgeon

Unit 6&7 Dukes Court,
Low Prudhoe Industrial Estate,
Prudhoe, Northumberland, NE42 6DA.
Tel No: 01661 830022 Fax No: 01661 830033

Thank you for entrusting the care & attention of your pet to Jim McLellan MRCVS & Associates. This letter details our practice Terms & Conditions. Some aspects of the terms may not be relevant to you and we request that you ask for further explanation if required.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case according to the drugs, materials, consumables and diets used. Any appointments made and not kept, without cancellation, will be charged a cancellation fee of £16.67 + VAT. Our written fee list is available upon request.

You will receive a detailed invoice for every consultation, surgical procedure or transaction with us upon request.

PRESCRIPTIONS

Prescriptions are available upon request. Jim McLellan MRCVS & Associates may only prescribe POM Vs to animals under our care. An animal is considered under our care provided it has been seen by one of our vets within 12 months. Prices of all our drugs are available upon request. The standard charge for an examination is £30 + VAT, a re-examination regarding the same issue is £16.67 +VAT, this will often depend on each individual circumstance.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or on collection of drugs/diets. You may settle the account using:

- CASH
- CREDIT/DEBIT CARD- Switch, Solo, MasterCard, Visa or Delta.

ESTIMATES OF TREATMENT COSTS

We will be happy to provide a written estimate as to the probable cost of a course of treatment. Please bear in mind that any estimate given can only be approximate, often a pet's illness will not follow a conventional course & drug dosages vary.

SETTLEMENT TERMS

Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred.