

TERMS AND CONDITIONS OF BUSINESS

The George Equine Vets aims to provide high quality veterinary health care for your horses. Our fees and terms of business are structured to allow us to provide this service. We invest in modern facilities and skilled staff to benefit all our clients and their horses, and have achieved RCVS Accredited Equine Practice status. We welcome and seek feedback from our clients about their experience with The George Equine Vets and use this to measure and review service constantly.

1. Clients are requested to settle their account within 15 days of the invoice date. Should your horse need a course of treatment, payment will be required after each invoice. Estimates can be printed, if requested. Payments can be made by cash, debit/credit card or BACS.
2. The George Group Ltd, T/A The George Veterinary Group, reserves the right to pass unpaid accounts to debt collectors/solicitors for recovery/legal action to whom we may assign the debt, and all rights, without restriction.
3. In the event payment is not received as per clause 1, a fee of £25.00 will be added to the amount owing. In the event that the account remains unpaid you will be informed by letter that you have two weeks to settle before the account is sent to the Debt Recovery Agency.
4. In the event of late payment, interest will be charged at a rate of 2% per month so long as the account remains unpaid. We will also require you to pay our expenses and legal costs incurred in taking steps to obtain payment on an indemnity basis. This will include costs for returned cheques, correspondence and legal notices, finding you if you have changed your address without notice, as well as third party costs incurred in the collection of unpaid accounts.
5. If the account is not settled, the Practice reserves the right to ask you to find another Veterinary Surgeon to treat your horses. You will be informed of this by letter and given one week's notice to do so.
6. By completing the registration form you agree that we may search information from the Electoral Roll and the files of the Credit Reference Agency, which will keep a record of the search. In the event of the account being unpaid as per clause 1, relevant details may be recorded with any agency. Any information supplied may be used for debt tracing and fraud prevention.
7. The George Veterinary Group is the Data Controller of its client's data. All data held is handled in accordance with the 1998 Data Protection Act (updated to comply with the EU's GDPR , effective from 25 May 2018). The lawful basis for processing a client's data for its own purposes is for performance of Contract. A copy of The George Veterinary Group's privacy notice is available on request.

A copy of this notice is available for you to take away, if requested.



You can request an appointment or order repeat prescriptions either by contacting us or using our online forms

www.georgevetgroup.co.uk



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