



This Veterinary Practice aims to provide high quality veterinary health care and for this reason our fees and trading conditions (shown below) are structured to allow the practice to provide this service. We invest in modern facilities for the benefit of all our clients and have achieved the status of being only one of a few Hospital standard practices in the UK. The service we offer is constantly reviewed and improved.

### **TERMS AND CONDITIONS OF BUSINESS**

1. Clients are required to settle their accounts at the time of consultation. All operations and hospitalization fees must be paid for in full at time the pet is collected. Where treatment is ongoing, we request payment is made after each consultation stage. We accept all major credit and debit cards and cheques when accompanied by a current bankers card. Where an insurance claim is involved, we request that payment be made to us in the manner above, before claiming from the insurer. Estimates of fees can be provided upon request.
2. In the event of payment not being received as per clause 1, an administration fee of £20.00 will be added to the amount owing. This fee is to cover our initial administration expenses.
3. 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 pay our expenses and legal costs incurred in taking steps to obtain payment on an indemnity basis. This will include costs for correspondence and any legal notices, and bank charges relating to cheques not honoured.
4. The Drove Veterinary Hospital reserve the right to pass unpaid accounts to a debt collector / solicitor for recovery / legal action to whom they may assign the debt and all rights without restriction.

### **DIRECTORS**

**JJ VEENLAND**  
DVM., MRCVS.

**K L BRODIE**  
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**L GASKARTH**  
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**C PRICE**  
BVSc, DBR Cert AVP(Cattle), MRCVS

**THE DROVE VETERINARY HOSPITAL OFFERS A 24HR EMERGENCY SERVICE FOR ALL ANIMALS**  
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