

The George Veterinary Hospital aims to provide high quality veterinary health care for your pets. 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 pets. We have achieved the status of being one of only a few hospital standard practices in the UK. We always welcome and seek feedback on the service we offer.

Out of Hours Emergency Care

Our 24 hour service for your pets is provided at the hospital, staffed by our team who know you and your pet. Our out of hours care is NOT contracted out to a third party provider. WE CARE.

1. Clients are required to settle their accounts after each consultation. Should your pet need a course of treatment, payment will be required after each consultation. All operations and hospitalisation fees must be paid at the time you collect your pet. Estimates can be printed if requested. If your pet is insured, we would ask that payment be made to us in full before claiming from your insurance company. Payment can be made by, CASH or DEBIT/CREDIT CARD.
2. The George Veterinary Group reserves the right to pass unpaid accounts to debt collector/solicitor 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 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 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 animals for routine problems. You will be informed by letter and given one week to do so.
6. By completing the registration form, you agree that we may search information from the Electoral Roll and the files of a 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 required.