



Shantock Hall Lane,
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Charges and payments

Our fees are calculated by reference to the treatment given and the length of time spent on treatment by our staff. The cost of drugs (where applicable) and VAT are included in our fees. If you want us to, we will provide you with an estimate of the likely costs involved in diagnosis and treatment. Of course we will try to stick to that estimate, but the diagnostic and treatment plan can sometimes vary along the way. We will try to provide you with an updated estimate if it becomes apparent that costs may vary from the original estimate, but there may be certain situations (e.g. an emergency or where we cannot get in touch with you) where this is not possible.

We accept payment in cash, by credit/debit card or by cheque made payable to 'Hope Vets'. Payment of any bill is due at the time of treatment unless we agree to alternative terms. Where necessary, we can accept credit/debit card payments over the phone, but there is a small surcharge for payments taken that way.

If you do not pay the bill within the terms mentioned above, we reserve the right to charge you interest on the amount outstanding on a daily basis from the date payment is due. Interest will be calculated at an annual rate equal to the rate for payment of interest on judgment debts. If for any reason your debt remains unpaid and we have to resort to chasing payment ourselves, using a debt collection agency or to legal proceedings, we will seek to recover the costs we incur in chasing the debt from you.

If any amount owed to us remains outstanding, then until all amounts which you owe us have been paid, we reserve the right to cease treating your animals immediately.

If there are any problems in making payment, please talk to us and we will try to help as much as we can.