

Terms and Conditions

Welcome to our practice. At the George Veterinary Group (GVG), all of our services are provided in accordance with the RCVS Code of Professional Conduct, and applicable UK legislation and professional guidelines. We aim to provide high quality veterinary health care for your pets, including investing in modern facilities and skilled staff to benefit all our clients and their pets.

Our small animal hospital is accredited through the RCVS Practice Standards Scheme as a Veterinary Hospital; this requires formal inspection every four years, and that we continuously meet a range of rigorous standards including hygiene, 24-hour emergency cover, staff training, certain types of equipment and cost estimation procedures.

Please feel free to contact us at any time with any queries or comments that you may have. We always welcome feedback on the service we offer.

1. Out of Hours Care

1.1 Our hospital and emergency service is available to you and your pets 24 hours a day, 365 days a year. Our hospital is staffed by our own teams, who know you and your pets; we never contract care out to a third party.

2. Estimates and Fees

- 2.1 All fees generated are subject to and inclusive of VAT. Fees are determined by the time spent on a patient's case, plus the drugs, materials and consumables used. You will receive, on request, a detailed invoice for every transaction with us.
- 2.2 We are happy to provide a written estimate on request for any treatment required. Please note that any estimate given can only be approximate, due to the unpredictable nature of clinical work.
- 2.3 There may be occasions when the diagnosis or necessary treatment of an illness may only be reached or fully assessed by further investigation. Where possible we will keep clients updated if costs are likely to exceed the original estimate, although in a clinical emergency this may not always be possible.

3. Payment Terms

- 3.1 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.
- 3.2 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 any member of our team.
- 3.3 If an account has not been paid within 30 days, a maximum of three reminders will be sent, providing due notice of further action. Any charges remaining unpaid after 60 days may result in a £25 admin fee being applied, and your account being referred to a debt recovery service.
- 3.4 In the event that your account is referred to a debt recovery service, we reserve the right to ask you to find another veterinary practice to treat your animal(s) for routine problems.
- 3.5 Please see point (5) for terms for claiming payment via a third party insurer.

4. Repeat and Written prescriptions

- 4.1 The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 4 months, but this may vary with individual circumstances.
- 4.2 Please allow two working days from request for your medicines or written prescription to be available.

- 4.3 You may obtain Prescription Only Medicines, Category V, (POM-Vs) from the practice, or ask for a written prescription and obtain these medicines from another veterinary practice or a pharmacy.
- 4.4 Written prescriptions for POM-Vs can only be made for animals under our care. A charge will be made for supplying this prescription.
- 4.5 A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be dispensed for your animal.

5. Pet Insurance

- 5.1 The GVG strongly supports the principle of insuring your pet against illness or accidents. In the event of you wishing to make a claim, this can be for Indirect or Direct payment to the GVG.
- 5.2 Indirect Claim – Payment is made from your Insurance Company to you, the client. It is your responsibility to settle your account with us as in point (3) and then reclaim fees from your insurance company. It is important that you contact your insurance company and give permission for us to contact them if necessary to discuss your claim.
- 5.3 Direct Claims- Payment is made from your Insurance Company directly to the GVG. You must sign a Request To Claim (RTC) form, pay your excess and provide us with your full policy details prior to us processing your claim, and no later than 5 working days after payment is due. From April 2026, there will be a £15 administration fee for all new Direct to GVG claims.
- 5.4 It remains your responsibility to settle your account within 60 days, if we have not received payment from your insurance company.

6. Data protection

- 6.1 All personal information we hold about you is handled in accordance with The Data Protection Acts 1998 and 1999 (updated to comply with the EU's GDPR effective 25 May 2018).
- 6.2 Personal information will be fairly and lawfully processed, accurate, up to date and not kept for longer than necessary. Please let us know if at any time your personal information changes.
- 6.3 Clinical records and diagnostic images are the property of, and will be retained by the GVG. Copies with relevant clinical history will be passed on request and with your permission to another veterinary practice taking over the case.

7. Complaints and concerns

- 7.1 We aim to provide an outstanding service to you and your pets. We will always endeavour to resolve any issues as quickly and efficiently as possible. If you have any concerns, in the first instance, please inform a member of our team. Alternatively, if you would prefer, please telephone, email or write to our Customer Service Lead, Elizabeth Kaye (Tel: 01666 827896, elizabeth.kaye@georgevetgroup.co.uk)
- 7.2 A copy of our complaints handling policy can be found on our website <https://georgevetgroup.co.uk/about/complaints/>
- 7.3 In the event that you still feel the matter is not resolved to your satisfaction, you can contact the Veterinary Client Mediation Service (VCMS), a voluntary, independent and free complaint mediation service for clients whose animals have received veterinary care and for the veterinary professionals providing that care.