

Payment Policy

We welcome first time clients, however, they will be required to settle their account on the day of the consultation and a credit card will be taken as security at the time of the booking. You may apply for a 30 day credit account after a period of time. The credit application can be downloaded from our site under Forms and Documents. Until such times that a credit application has been approved, **our terms are strictly 7 days.**

Payment Plans are available for clients facing financial difficulty or for clients that encounter a significant unforeseen expense such as colic surgery. Hawkesbury Equine Veterinary Centre will accept payment plans with an account surcharge at the rate of 1.5% per month. The Payment Plan application can also be found on our site under Forms and Documents. Please note, we reserve the right to revoke a credit application should the client fall behind in payments.

Pre existing clients that have accounts outstanding for longer than 6 months and have not completed a Payment Plan will be required to pay for new treatments and medications as they arise. All accounts which extend beyond 60 days will encounter an account surcharge of 1.5% per month. Where no payments have been made for a period of 3 months or more, accounts will be reviewed and forwarded on to a debt collecting agency.