

Terms and Conditions

Consultations

All consultations are by appointment only. Clients are requested to inform the surgery in advance, preferably at least 24 hours before your appointment time, if you wish to cancel, or reschedule your appointment. We reserve the rights to charge for missed appointments, or for appointments cancelled, or changed at short notice. Every effort is made to accommodate clients and to find available appointment slots.

There is always a charge for repeat consultations except in the case of complimentary post-operative checks for surgical cases. Suture removal is also performed free of charge for operations performed at the surgery, for those done elsewhere there will be a consultation charge depending on the procedure.

All animals brought into the surgery must be accompanied by an adult over 16 years of age.

All cats must be kept in baskets in the waiting room and all dogs must be kept on a lead.

The safety of the pet, the client and our staff are of the highest priority, and this may include measures to restrain the animal including the application of a muzzle or providing appropriate sedation. It is important for clients to realise that our patients can have the potential to be dangerous and the advice of our professional staff is to be heeded.

For pet travel it is entirely the responsibility of the client to ensure that all the requirements are completed correctly and at the appropriate time. Our vets will be happy to provide advice regarding travel. It is also entirely the owner's responsibility to ensure that any rabies boosters are given at the correct time – due to the differing lengths of duration between rabies manufacturers we do not currently send out reminders for rabies boosters.

Payment is to be made at the time of treatment. Attempts will be made by the surgery to recover the payment and if unsuccessful your account will be passed to a debt collection agency to seek payment.

Occasionally we would like to update our clients on any unusual/cute stories, and would like to add these to our Facebook page. Please let the reception team know if do not wish for your pets photo/story to be used.

Treatment

X-Rays, ultrasound images and blood results belong to the surgery. Copies may be given with suitable notice.

It is to be understood that all anaesthetics carry a risk. We use the safest available anaesthetics as deemed appropriate by the veterinary surgeon. We have a complimentary free consultation available in the morning before the operation to

check the animal over and discuss the procedure, provide an estimate of costs and any associated risks. We recommend a pre-operative blood sample for animals that are over 8 years old or are in a higher risk category. Intravenous fluids may also be advisable in certain situations.

It is to be accepted that whilst taking blood samples, placing an animal on an intravenous drip, or performing an ultrasound scan there will be clipping of the coat.

Insurance

Direct insurance claims are not permitted at our surgery.

We endeavour to complete and send insurance forms within two weeks however on occasion there may be a backlog of claims, and this may take longer.

Prescriptions

Repeat prescriptions requests need to be submitted at least 48 hours before required in most instances. This also applies to written prescriptions. Our policy regarding re-check intervals for prescription medications requires that a re-check is performed at least every 3 months or more regularly as deemed necessary by the veterinary surgeon.

Refunds cannot be issued for medications that have left the premises. For legal reasons we cannot re-stock the medications however we can dispose of them at no cost.

Debt Collection

Payment is to be made at the time of treatment. Failure to pay at the time of treatment may result in your account being surcharged up to 25%. Attempts will be made to recover the payment. If unsuccessful your account will be pursued through the Small Claims Court and all fees and charges will be added to the client account.

Complaints

Any complaints or feedback can be addressed to the Practice Manager either by telephone
in writing or by email.