



Terms and Conditions Key Points

We aim to provide high quality, compassionate care.

We love animals, and we know how precious and special a privilege it is to own a pet, and how strong the emotional bond you feel for your pet is. We are entirely committed to treating your pet as one of our own and strive to treat both the pet and their dedicated owner compassionately and professionally, to the best of our combined abilities.

We aim to provide the very best facilities, equipment and expertise possible, and are fully committed to doing our very best for you and your pet.

We are very proud to continue to run our own 24-hour emergency service 365 days a year, with a full team of our own excellent vets and nurses.

Whilst we continually strive to deliver value, our charges must be proportional to our investment in our facilities and team, to enable us to continue to be here for you. **Please consider Pet Insurance to help cover the costs of any treatment that may be required (please see our 'Insurance Top Tips' video and documents on our website for guidance).**

All consultations are by appointment only and all consultations are chargeable.

We strongly recommend having arrangements in place to transport your pet to the surgery, especially in an emergency. We can provide Pet Taxi numbers to help with this.

We can offer direct insurance claims in most situations, which requires the completion of a Direct Claim Eligibility Form before or at the time of treatment. Where treatment is not being covered by a direct insurance claim, payment is required at the time of treatment or on discharge if your pet is hospitalised.

I have read, understood and accept the terms and conditions as laid out in the 'Full Terms and Conditions document'.

Signed: Date:

Name:

Address:

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