

Terms and Conditions.

Appointments and Services

We operate on an appointment-only basis during our regular hours. This helps us give your pet the best care possible!

If you can't make it to your appointment, please let us know in advance. We may need to charge for missed appointments without prior notice.

Fees and Payment

All fees for consultations, treatments, medications, and services are due at the time of service. We accept payment through PetsApp, cash, credit, and debit cards.

Medical Records and Consent

We keep detailed records of your pet's health and treatments. Please inform us if your contact details change.

For any procedures we'll ask for your written consent to ensure you're fully informed.

Vaccinations and Preventative Care

We make every effort to keep you updated on when your pet's are due their vaccinations and any other preventative care. However, it is ultimately your responsibility to ensure that your pet's vaccinations are current and that they meet any requirements for boarding facilities or any international travel.

Prescriptions and Medications

If you need a prescription for your pet, please contact us via PetsApp. We normally require 2 working days notice.

Due to safety and regulatory concerns, we cannot provide refunds for any unused medication. This is due to regulatory rules and because we cannot guarantee the proper storage and handling of medications once they are outside of our care.

We do offer a free, safe disposal service for any medication that you no longer need. We will ensure proper, environmentally responsible disposal of these items at no cost to you. This helps protect you, our community and the environment.

Insurance and Estimates

Estimated costs will be provided for any procedures but please keep in mind that actual costs may vary based on individual circumstances.

While we can assist with insurance paperwork, it's the client's responsibility to settle accounts and claim from their insurance provider.

We are able to offer a direct claim for a one off procedure that will be in excess of £500. Pre-authorisation from your insurance company will need to have been obtained at least a week before the procedure is to be completed. If it is an emergency situation and there is no time to submit a pre-authorisation, we will require a £250 deposit at the time of treatment. This is refundable to you once we have received full payment from the insurance company. There is a £20 fee to carry out each direct claim and this must be settled before the pre-authorisation is sent to your insurance company

Complaints and Standards

Your feedback is important to us. If you have any concerns or complaints, please reach out to our Practice Manager directly.

Termination of Services

We reserve the right to refuse treatment in cases of aggressive behavior or outstanding debts. Our goal is always a safe environment for pets and staff!

Amendments

These terms may be updated from time to time. Any changes will be communicated clearly.