

Terms and Conditions

- **Veterinary Consent/Referral**

In order for us to comply with the Veterinary Surgeons Act 1966 and Exemption Order 2015 which states that no work should be carried out upon an animal without gaining prior veterinary consent, a written consent/referral form **MUST** be completed and received before any treatment can commence. The relevant form will be provided upon request.

- **Late arrivals**

Late arrivals may not receive a full treatment, instead using the rest of the time allocated to your appointment. This will be charged at the cost of a full treatment.

- **Payment**

Payment for treatment will be required prior to or during your dog's treatment. Payment can be made via BACS payments by bank transfer or cash. Unfortunately I do not have the facilities to take card payments. Please speak to me to obtain details for any bank transfers.

- **Cancellation**

If you need to cancel your appointment please endeavour to provide as much prior notification as possible and in any event at least 24 hours otherwise a nominal charge of £10 will be incurred which will be payable before any subsequent treatments are carried out.

If your appointment is missed or you need to cancel with less than 1 hour's notice, the full price of the treatment will be incurred which will be payable before any subsequent treatments are carried out.

- **Pet Insurance**

Some insurance companies will cover the cost of your dog's treatment. Please check your insurance policy or speak directly to your insurance provider. Unfortunately it is not possible for me to deal directly with your insurance provider and payment will be required in the usual way with an invoice provided to you for insurance claim purposes.