

We have been treating pets for many years and we understand very well how important finances can become in making decisions for your pet. On the one hand, you want to do all you can for a “member of your family”, but you also have to keep the bank manager happy. We feel the important thing is that you have as much information as possible to allow you to make the best decision, and we will help you as much as we can with this.

You and your pet will be treated by a recognised specialists in their field, or those in their final stages of study for these qualifications overseen by a recognised specialist. We have a very high nurse to patient ratio, we have the most advanced facilities & diagnostic equipment, which you will not find in your local general practitioner vets, as well as qualified vets on site for 24 hours a day. This means that we will be near the top end of the price range for your pet’s treatment, and you may well be able to find vets who can do work for less cost, but they will not be able to provide the same infrastructure and support for you and your pet.

We recognise that it can be difficult for you to budget for treatment which may be necessary, with no prior warning.

Therefore, we will undertake to:

## 1) Provide you with an estimate of costs

As you can imagine, this can be very difficult to do accurately when we do not know what results we are going to get, and therefore what further tests or treatment may be necessary. Also, many of the pets we see are in a critical condition, and we do not know how much work is going to be needed to try to pull them through. We want you to have as much information as possible to help you with potentially difficult decisions about your pet’s treatment.

However, we will give you our best estimate of the costs to get to a certain point and will then discuss where we go from there with you in person or by phone. This price guide gives an indication of the range of prices for common procedures. These estimates do not include complications, unless specifically stated (i.e. surgical guarantee).

Please remember that these can only be estimates – they are not “quotes”. But be assured we will never do anything for your pet without consulting you, unless we feel that it is important that we do so in their interests.

## 2) Make direct insurance claims

We will agree to claim directly from your insurance company\*, so that you have to find as little cash as possible, and they pay us directly. To do this, we need you to help us by:

- a) Giving your insurance company permission to talk to us to verify your cover, and its extent.
- b) Providing us with signed claim forms as necessary (we will often make several claims during a course of treatment in order to help with our cash flow).
- c) Paying us any excess on your policy at the time of treatment of your pet. (We do not charge a fixed deposit or an admin fee, unlike many other referral practices).

Please note that the consent form that you sign when you leave your pet with us includes a paragraph which states that you agree to cover any unpaid fees if your insurance refuses to pay, for whatever reason. Therefore, it is in your interest to ensure you are happy that your pet’s treatment is covered by the policy (we will do all we can to help, of course).

\*Unfortunately there are some insurance companies we can not offer direct claims with, please contact our admin department for more details.

## 3) Help with standard insurance claims.

Many people prefer to deal with their insurance companies themselves (you pay us and then claim the money from the insurance company), or you may be with a company we do not do direct claims for. - Our insurance claim team work full time on all claims and we will process any claim form within 5 working days of receipt. The admin team are a mine of information on all policies and will be happy to help you with any advice on claim completion.