

WILLETT HOUSE
VETERINARY SURGEONS



Treating pets since 1888



WILLETT HOUSE PET CLUB

JOIN TODAY



Save money and spread the costs of your pet's healthcare by becoming a member of our Pet Club

Includes:

Twice Yearly Health Assessment
Annual Vaccination & Parasite Control Programme
FREE Nail Clips
Plus many more **DISCOUNTS**

For further information please speak to a member of our client care team



WELCOME TO WILLETT HOUSE VETERINARY SURGEONS

Welcome to Willett House Veterinary Surgeons and thank you for considering and/or choosing our practice to provide your pet's healthcare services.

Our practice was established in 1837 as a local farriery and treated its first companion animal in 1888. The practice, originally based in Staines, developed over the following century to become a dedicated pet animal practice, treating the local pet communities centred around our branches in Addlestone, Feltham, Staines, Hampton, Stanwell and now Sunbury, Laleham and Egham.

This long history has shaped the practice in offering a high standard of patient and client care and we pride ourselves on the expertise and services we offer and the facilities we have available. We wish to treat your pets as if they were our own and have invested heavily in our practices to ensure we can provide both routine and advanced veterinary care at a reasonable cost.

As well as providing the highest standard of veterinary care for our patients, we wish to develop an exceptional professional relationship with you - their owners! We endeavour to achieve this by offering continuity of vet wherever possible; encouraging client feedback and communication and providing excellent and empathetic customer care. We also routinely book longer appointment slots for new clients and for first vaccinations for all puppies and kittens, allowing us time to meet you (and fuss over your pet!) properly.

We are committed to offering an in-house emergency service outside of normal hours and you can rest assured that whenever an emergency or urgent scenario arises with your pet we are here to assist you. By providing an in-house out-of-hours emergency service, your pet's clinical record will be immediately available, allowing us to maintain continuity of patient care and target treatment options specific to your pet's requirements.

Should you need any further information or require any veterinary advice or support, please do not hesitate to contact a member of staff.

Best Regards

*Willett House
Veterinary Surgeons Team*



MISSION STATEMENT

Willett House Veterinary Surgeons aims to offer clients and their pets a professional and caring service, utilising modern surgical and medical techniques, in an open and friendly environment.

Practice Values

- Make animal welfare our first consideration in seeking to provide the most appropriate level of treatment for animals committed to our care.
- Ensure that all animals under our care are treated humanely and with respect.
- Maintain and continue to develop our professional knowledge and skills.
- Foster and maintain a good relationship with our clients, earning their trust, respecting their views and protecting client confidentiality.
- Work as a harmonious team, respecting others opinions and ideas.
- Respond promptly, fully and courteously to complaints and criticism.



THE HIGHEST STANDARDS

Willett House aspires to work to the highest standard of veterinary care. This is achieved by investing in both the staff we employ and the facilities we offer.

All our sites are regularly inspected by the Royal College of Veterinary Surgeons to ensure we meet or exceed all the standards laid down by our governing body. In line with these standards, we actively promote professional development of all our staff to ensure we continue to offer the most up-to-date clinical advice and treatment options for your pet. An important part of our training programme is regular staff meetings, during which we can discuss client feedback and audit our clinical outcomes and successes.

Our facilities are modern and comprehensive, with advanced equipment including:

- Laparoscopic instruments for key-hole surgery
- Digital x-ray
- Endoscopy
- Doppler ultrasound
- Fully equipped laboratory, with state of the art urine sediment analyser
- CT Machine and access to MRI for advanced imaging techniques - this extremely rare for a local veterinary practice and is usually found only at referral centres

The combination of excellent staff training and our investment in modern equipment allows us to offer our patients the in-house care they require. This means that, in most cases, your pets can be treated quickly and effectively without you having to travel long distances to specialist centres. Most our branches can perform routine procedures and operations such as neutering, dentals, lump removals and wound care with more specialist treatments such as fracture repairs, spinal surgery, advanced imaging, ultrasonography, blood transfusions and extended hospitalisation being carried out at our Staines site.

However, in those rare instances where your pet requires care beyond the facilities of Willett House, we endeavour to promptly arrange, on your behalf, a referral to a veterinary centre offering the expertise your pet needs.



OUR SERVICE

Willet House employs 16 experienced Veterinary Surgeons and a team of over 60 support staff, including qualified and trainee veterinary nurses, client care assistants and ancillary staff. Together, the entire team work tirelessly to provide the best possible service for both you and your pet.

OPENING TIMES & CONSULTATIONS

Individual branch opening times alongside emergency cover outside of normal opening times maybe found on our website: www.willetthouse.co.uk

All consultations are by appointment and we endeavour to arrange an appointment that suits the condition of your pet and your personal requirements. We recognise that continuity is extremely important - when arranging an appointment, we recommend that you inform the receptionist which vet it is that you would like to see and we will do our utmost to accommodate this request.

Routine appointments generally last between 10 & 15 minutes. Should your pet require longer than the allocated appointment time, we, without fail, spend the time needed on your pet for no extra charge. We understand this may, on occasion, result in longer waiting times but hope you can appreciate this is solely in our patients' best interests.

To ensure we can run an effective appointment system, we request you to inform us as soon as possible if an appointment is no longer required.



PREVENTATIVE HEALTH CARE

Willet House is dedicated to ensuring the patients committed to our care live a long and healthy life and can provide all your pets' preventative healthcare needs independent of your pet's current life-stage.

These include:

- Annual Health Checks
- Vaccinations
- Microchip Implantation
- Puppy and Kitten Checks
- Flea & Worm Prevention Programme
- Neutering
- Dental Hygiene
- Blood Pressure/Glaucoma Screening

EMERGENCIES & OUT-OF-HOURS

For details of our 24 hour emergency service please see the reverse of our branch finder page.

HOME VISITS

For most situations we feel that the best place for your pet to be examined is at the practice where we have full support staff and facilities. However, we appreciate that there are some circumstances when home visits are preferable and we always try to accommodate requests for home visits during normal working hours. We would be grateful if all visit requests are made before 10am, whenever possible, at which point we will endeavour to give you an approximate time of arrival later in the day.

If you are having difficulty in bringing your pet to the surgery during normal hours, we can usually arrange transport for your pet using our practice ambulance.

Unfortunately, we cannot accommodate home visits outside of normal working hours unless in exceptional circumstances and we ask clients to ensure they make adequate transport arrangements for their pet in-case unforeseen circumstances arise. Our staff will be happy to advise you of taxi companies that will take animals, pet ambulance services operating in the area and of how to best move your ill or injured pet.

NURSE CLINICS

Our nurses play an important role in preventing and managing disease in your pet and are fully trained to offer advice on all aspects of preventative health care including parasite control, dental disease and dietary requirements. Nurse consultations on more specialised conditions, such as, weight reduction, diabetes and arthritis are also available.



Working alongside our vets, the nursing team are also capable of carrying out a number of general procedures, including microchip implantation, nail clips, dental scale & polishes and suturing.

Nurse clinics are an essential part of our Pet Club, which provides affordable preventative health care for your pet and all nurse consultations under this scheme are free. During these clinics, our nurses will discuss the important aspects of care required for your pet, depending on the life-stage they have reached, and will be able to help you make the important decisions of your pet's ongoing veterinary requirements.

Nurse consultations are available by appointment at all of our branches. However should you require advice, or just a little reassurance, please do not hesitate to ask for a nurse phone call from reception.

OPERATIONS

Alongside our Staines branch our Addlestone, Feltham, Hampton and Sunbury branches perform routine operations and procedures, including neutering and dentals, with more complex or specialised procedures being carried out at our Staines site. Before you entrust the care of your pet into our care you will be fully informed of the chosen procedure and any likely complications involved. Pre- and post-operative advice will also be given.

Most pets are admitted between 8am & 9am (depending on branch) by a practice nurse, at which point we will require (if not already provided) your consent in writing. Please do not hesitate to clarify any points about your pet's treatment at this time. All patients receive a full clinical examination; a specific pain management plan and are monitored by trained nurses and sophisticated electronic monitoring equipment. To highlight potential risks associated with both anaesthesia and surgery, we also strongly recommend the use of pre-operative blood testing.

You will be contacted by a nurse or vet after your pet has recovered to inform you of how the procedure went and to arrange a post-operative consultation for your pet to be discharged from the practice.

HOSPITALISATION

Our Staines branch is our main site for hospitalising patients being fully equipped with both dog and cat wards and a modern isolation block. We understand how difficult it is to leave your pet with us and encourage clients, in most circumstances, to visit their pet during their stay. However, we do ask for all visits to be arranged with the ward nurses at a mutually convenient time.

All hospitalised patients are checked outside of normal working hours according to their clinical needs, which are assessed on a case-by-case and daily basis.



REPEAT PRESCRIPTIONS

Please give at least 48 hours' notice for repeat prescriptions of drugs and food. In accordance with RCVS recommendations, all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon. This allows us to assess: the effect of the prescribed medication; the suitability of dosing; and the absence or presence of any side effects.

PET TRAVEL & PET EXPORTS

Willet House employs 10 Official Veterinarians trained to assist you in taking your pet abroad. If you are considering taking your pet overseas, we can arrange one of our vets to give you a call to discuss your requirements. Alternatively, please email: animal.travel@willetthouse.co.uk

FEES

We aim to have a competitive fee structure that reflects the standards we provide and the services we offer. In order to keep our costs under control, all fees are payable at the time of consultation or at the time of collection following surgery. For all procedures you may be required to pay a deposit prior to treatment being carried out. To facilitate payment, the surgery is happy to accept cash and most credit/debit cards - we do not accept cheques. A list of current fees for routine procedures is always available from reception and an estimate of fees will always be given upon request. Should you have any concerns about costs, please discuss the matter with a member of staff as soon as possible.

INSURANCE

We highly recommend that you insure your pet against any costs incurred through accident or illness. We can provide you with general assistance in choosing a policy and also have a number of insurance claims advisors to assist you with completing your insurance form.



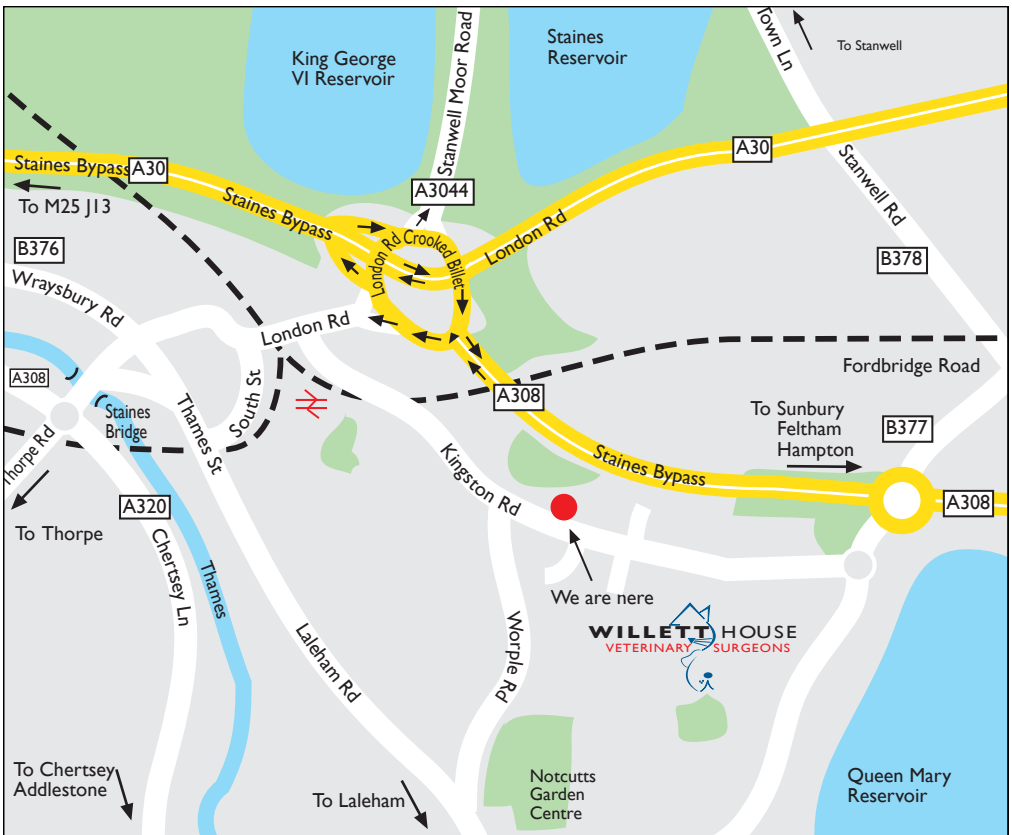
24 HOUR EMERGENCY SERVICE

Willett House Veterinary Surgeons is committed to offering an in-house 24-hour emergency service. This has been developed over the years at our Staines site and from client feedback is an appreciated and valued service. We believe this offers the best possible care for both you and your pet and has the advantages of familiar surroundings, ease of visiting your pet and up-to-date patient records independent of which branch you normally use.

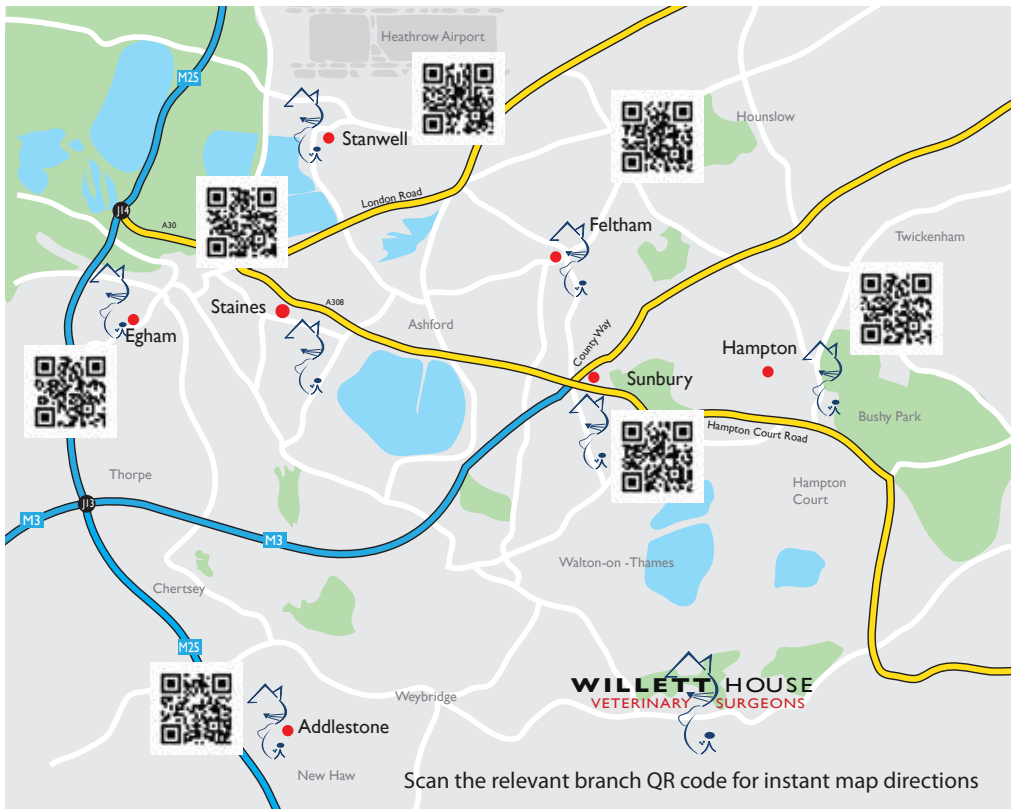
To ensure the sustainability of this service we run our out-of hours service in collaboration with Vets Now - a specialist out-of-hours service provider. Our own vets continue to see patients until 9.30pm each weeknight and during the day on Saturday with Vets Now providing emergency care, also from our Staines branch, outside of these hours and on Sundays and Bank Holidays.

Whenever you require urgent veterinary advice or emergency assistance please phone your usual Willett House branch telephone number.

When your local branch is closed you call will be either answered by another Willett House branch or, depending on the time of day, you will hear an answer phone message on how to contact either the Willett House Duty Vet or Vets Now Emergency Service.



BRANCH LOCATIONS



24 EMERGENCY COVER

Outside of normal opening hours please phone your normal branch number and details will be provided on how to contact our in-house emergency service run from our Staines branch.



WILLETT HOUSE PET CLUB

Spread the cost of your pet's preventative healthcare as a member of our Pet Club, with your parasite control treatments conveniently delivered to your door*

SCAN
HERE TO
SIGN UP ONLINE



Your monthly Pet Club payment includes:

Vet Health Assessments

- 2 vet health assessments per year (including one with vaccination)
- Full clinical examination including:
 - Weight check and body condition scoring
 - Heart, lungs, eyes, ears and teeth check
- Advice on dental care, behaviour, and routine treatments

Non-member price: £75.00 per consultation

Annual Vaccination Programme

Includes core vaccinations for your pet:

- **Dogs:** Distemper, Parvovirus, Hepatitis, Leptospirosis
- **Cats:** Feline Enteritis, Cat Flu, Leukaemia
- **Rabbits:** Myxomatosis and VHD (including updated strains)

Non-member price: £90 per year (dog/cat) and £128.00 (rabbit)

Parasite Control (Flea, Tick & Worming)

Year-round protection, based on veterinary recommendation, **delivered to your home***

Dogs: monthly or as prescribed

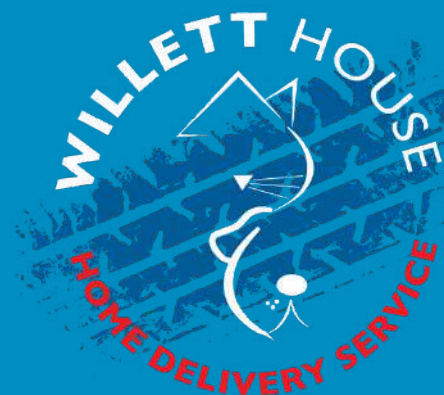
Cats: monthly or as prescribed

Rabbits: as required based on risk

Non-member annual price (approx): £202.08-£352.52 depending on pet size

...all at a substantial discount.

Plan	Monthly Payment	Total Annual Cost	Minimum Annual Saving**
Rabbit	£14.10	£169.20	£202.24
Cat	£20.50	£246.00	£121.08
Dog <10kg	£23.00	£276.00	£133.68
Dog 10-25kg	£26.00	£312.00	£143.04
Dog 25-40kg	£29.50	£354.00	£170.04
Dog 40kg+	£31.00	£372.00	£160.44



*home delivery is available for dogs and cats aged >9months, at a stable weight, with a suitable delivery address and no clinical reason to withhold delivery

**based on adult weight and upper weight bracket for each plan including 'core services' only.

Prices include VAT at 20%, prices may change due to variation of the standard rate of VAT.

VALUE, SAVINGS AND TERMS

Discounts Available on the Plan	Pet Club Price	Non-Member Price
Annual Vaccination and Healthcheck	Free! Core Service	£90.00 (Vaccination booster)
Year-round Flea, Worm and Tick Treatment Delivered to your Home	Free! Core Service	£229.40* (Excluding Delivery)
6-month Healthcheck with a Vet	Free! Core Service	£75.00
Primary Vaccination Course	£50.00	£140.00
10% off Kennel Cough Vaccine**	£34.65	£38.50
Unlimited Free Nail Clips and Nurse Clinics	Free!	£27.50 - £37.50
50% off Microchip	£18.75	£37.50
10% off Neutering	Cat (starting at): £121.50 Dog (starting at): £342.00	Cat (starting at): £135.00 Dog (starting at): £380.00
10% off Basic Bloods Discount	£199.98	£223.00
10% off Comprehensive Bloods Discount	£305.10	£339.00
10% off Consultations	£67.50	£75.00
10% off Dental Scale and Polish	Cat: £315.00 Dog (starting at): £378.00	Cat: £350.00 Dog (starting at): £420.00
10% off Dental Treatment (X-Rays, Extractions, Fluids)	Cat: £868.05 Dog (starting at): £1,070.55	Cat: £964.50 Dog (starting at): £1,189.50
10% off Anal Gland Express	£33.17	£36.85

*Prices vary dependent on species and size, please see our price list for the treatments available to your pet.

**when given at the same time as another vaccination

Contact Us:

Staines 01784 452 048 | **Addlestone** 01932 846223

Feltham 020 8890 4066 | **Hampton** 020 8941 8791

Sunbury 01932 750555 | **Stanwell** 01784 601355

Egham 01784 601102 | **WhatsApp** +44 7700 160 714

Or scan the QR code to add our WhatsApp number to your contacts:



Cancellation Terms

- Plans are based on a 12-month agreement
 - You may cancel at any time; however:
 - Any treatments already received will be charged at full standalone price
 - The remaining balance will become payable
- No refunds are provided for unused months once services have been used. Full terms and conditions available at: <https://www.premiervetalliance.com/ahc-pet-owner-terms-conditions>

How savings are calculated

Savings only include **core services**, not the optional, additional services such as neutering, food, or other benefits in the table above.

You have the opportunity to maximise your annual savings by using our additional benefits, please speak to a member of staff for more details.

Parasite treatment costs are calculated using typical annual usage for pets of each size.

In addition we offer further discounts off the cost of other preventative healthcare services including:

- Routine consultations (inc repeat prescription checks)
 - Neutering
 - Microchips
 - Dental de-scale and polish
 - Additional vaccinations, wormers and flea treatments
 - Blood pressure & glaucoma monitoring
 - Pre-anaesthetic blood test
 - Lifestyle diets
 - *Glucose checks
 - Anal gland express
- ... and free...**
- Additional nurse health assessment clinics
 - Regular weight assessments
 - General behaviour advice
 - Health programme planning
 - Nutritional advice
 - Nail clips

From 2025: Pet Club Members will be entitled to 10% off all dental treatments.

How do I register?

The answer is "It's easy!"

Use the QR code on page 12 to sign-up online, or you can call in at any Willett House Veterinary Surgeons branch and complete a simple registration form. This will require details of your bank account to set up the direct debit. So, please do not forget to bring your bank details with you. Practice staff will be happy to deal with any queries you may have.



PRICING 2026

Normal Price **Pet Club**

CONSULTATIONS

Initial Examination - dog/cat/rabbit	£75.00	£67.50
Repeat Examination - dog/cat/rabbit	£67.00	£57.96
Nurse Consultation	£37.50	INCLUDED

VACCINATIONS & FULL HEALTHCHECK

Puppy Vaccination Course	£140.00	£50.00
Puppy Vaccination Course Plus Kennel Cough	£178.50	£153.65
Dog Booster	£90.00	INCLUDED
Dog Booster Plus Kennel Cough	£128.50	£34.85
Kennel Cough	£68.00	£61.20
Kitten Vaccination Course (with FeLV)	£140.00	£50.00
Cat Booster (with FeLV)	£90.00	INCLUDED
Rabbit Myxo/VHD 1 & 2 Combined Vac	£128.00	INCLUDED

NEUTERING

Bitch Spay (<25kg)	£460.00	£414.00
Bitch Spay (25-60kg)	£545.00	£490.50
Bitch Spay (60+kg)	£670.00	£603.00
Dog Castrate (<25kg)	£380.00	£342.00
Dog Castrate (25-60kg)	£435.00	£391.50
Dog Castrate (60+kg)	£510.00	£459.00
Cat Spay (routine)	£165.00	£148.50
Cat Castration	£135.00	£121.50
Rabbit Spay	£195.00	£175.50
Rabbit Castrate	£165.00	£148.50



PRICING CONTINUED...

Normal Price **Pet Club**

Blood Testing

Basic Screen (+ Urine)	£223.00	£199.98
Comprehensive Blood Screen (+ Urine)	£339.00	£305.10

ROUTINE DENTAL CARE

Cat Scale & Polish	£350.00	£315.00
Dog Scale & Polish (<25kg)	£420.00	£378.00
Dog Scale & Polish (25+kg)	£500.00	£450.00

OTHER SERVICES

Microchip Implant	£37.50	£18.75
Intraoperative Fluids - Neutering Special	£85.00	£73.95
Blood Pressure	£44.00	£39.60
Glucose Checks	£24.00	£21.60
Glaucoma Check	£96.99	£88.51
Anal Gland Express	£36.85	£33.17
Nail Clip	£27.50	INCLUDED

DIETS

5% DISCOUNT FOR HPC MEMBERS OFF

Exel Rabbit Range

20% DISCOUNT FOR HPC MEMBERS OFF

Hills Life Stage Diets Vet Essentials

Hills T/D

Hills R/D

Hills Metabolic



* Surgery and dental prices include anaesthetic. There will be additional fees for tooth extractions, laboratory tests, antibiotics and bandages if necessary. You will be informed of any additional costs prior to, or during treatment. Prices subject to change at any time. All prices include VAT at 20% - prices may change due to variation of the standard rate of VAT.

TERMS & CONDITIONS 2024

Thank you for entrusting the care and attention of your pet to Willett House Veterinary Surgeons (WHVS). In return, we will aim to provide you with a first-class service and your pet with the highest standards of treatment and care. The following details WHVS terms and conditions of business. Should you require clarification on any of the points detailed below, please do not hesitate to ask a member of the practice team.

Registration & Client/Patient Details

All new clients are required to complete a registration form and provide two forms of identification and address e.g. driving licence.

It is essential that we maintain accurate client and patient records. Therefore, on occasion, we may require you to confirm the details we hold as being accurate. If your details do change, please notify us immediately so that we can ensure our database is accurate and that important information such as vaccination reminders etc can be sent to the correct address.

Fees

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the professional time spent on a case and according to the drugs, materials, consumables and diets used. Details of our fees are available on request and a detailed invoice can be provided for every consultation, procedure or transaction.

Methods of Payment

Accounts are due for settlement in full at the end of the consultation, on discharge of your pet or upon collection of drugs/diets. You may settle the account using either cash or most credit/debit cards. We do not accept cheques.

A deposit will be required to be paid prior to a pet's admittance to the practice. In addition, if a pet is hospitalised for a period greater than 24 hours you will be required to settle the accrued bill on a daily basis.

Estimates of Treatment Costs

We will, upon request, be pleased to provide a written estimate as to the likely costs of any treatment your pet may require. Please bear in mind that any estimate given can only be approximate - often a pet's treatment will not follow a conventional course.

In the case of surgical procedures, we endeavour to contact you if we think any estimate will be exceeded by more than 25%. Clients of hospitalised patients are requested to obtain an update of costs on a daily basis from the attending veterinary surgeon.

Settlement Terms

If for any reason your account has not been settled at the end of consultation, on discharge of your pet or upon collection of drugs/diets, a statement of account will be issued at the end of that calendar month. In the event of non-payment within the following month, further reminders will be sent which will incur administrative costs. NB: We require all outstanding balances to be settled in full, ahead of the collection of a pet's ashes.

Overdue accounts, after due notice to you, will be referred to our Debt Collection Agency or to the County Courts and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc.

Any cheque returned by our bank as unpaid; any credit card, direct debit or standing order payment not honoured; and any cash tendered that is found to be counterfeit/invalid will result in the original account being reinstated with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

Inability to Pay

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff prior to any treatment commencing or being completed. The practice is not authorised to sanction part-payment or instalments prior to treatment. These can only be authorised by a director.

Consent

Formal consent is required for all patients being admitted into the practice for treatment. This will require a consent form to be signed by the registered owner of the animal or a person acting as an authorised agent for the owner. In either instance, the person signing the form must be over 18 years of age and is responsible for the full costs of the treatment should the registered owner fail to pay the outstanding fees.

On occasion, to offer the best possible care to our patients, we may be required to use drugs not licensed for a particular species. In these instances, you will be requested to give your consent for the use of such medications in writing.

Training Professionals

WHVS, as a Registered RCVS Training Practice, is proud to assist with the training of the next generation of Veterinary Surgeons and Veterinary Nurses. This means that both Student Veterinary Surgeons and Student Veterinary Nurses (SVNs) may be involved in the treatment of your pet(s). Rest assured this is always under the supervision by our team of Veterinary Surgeons and Registered Veterinary Nurses. If you have any queries or would like any further information, please speak to a member of staff.

Medications & Repeat Prescription Examinations

A veterinary surgeon may only supply Prescription Only Medicines, Category V (POM-Vs) for animals under their care. It is, therefore, necessary to meet RCVS guidelines to re-examine animals requiring ongoing prescription medicines at regular intervals. The time between re-examinations will vary, depending on both the condition and the severity of the condition your pet may have, but will be no longer than 6 months. NB: Repeat POM-V flea and worm treatments require 12-monthly examinations which we try and coincide with your pet's annual health check and vaccination schedule. The standard charge for a repeat POM-V examination will be the current cost of a Repeat Consultation.

All repeat prescription and food requests should be made in advance and we will require the account to be settled ahead of the order being placed with our wholesaler. Normally, 48 hours is sufficient notice. However, should we not be able to meet this turn-around time, we will endeavour to contact you as soon as possible.

We will provide the details of the price of any medicine stocked or sold on request.

We are happy to accept unused medications back into the practice for disposal only. Drugs which have left the practice are no longer fit for resale and, therefore, unfortunately no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.

Written prescriptions are available on request. You may obtain POM-Vs from us or ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacist. All written prescriptions will incur a prescription writing fee, the cost of which is dependent upon the number of medications included on the prescription. A written prescription may not be applicable for your pet if they are an inpatient or immediate treatment is necessary.

Pet Health Insurance

WHVS strongly recommends the principle of veterinary insurance to protect against the unexpected fees incurred following illness or accident. Please be aware that it is your responsibility to settle your account and reclaim the fees from your Insurance Company with which we will be happy to assist you. Should you require any general guidance on insurance, a member of staff will be happy to advise you.

Direct claims will only be considered in exceptional circumstances and may only be authorised by a director. In these circumstances, preauthorisation or guarantee of full payment of the cost of the treatment must be received, in writing, from your insurance company (- only a few insurers will preauthorise claims). If preauthorisation has been given, a signed claims form must be handed to reception and a minimum deposit of £150, to cover any excess or sundry fees, must be paid prior to the procedure/treatment being carried out. Once any direct claim has been settled, then any outstanding monies the practice may owe you will be refunded to you. Direct claims will not be authorised for repeat medication orders.

Any unpaid fees resulting from a dispute between policy holder and insurance provider regarding unsettled or part-settled claims will need to be settled by the account holder directly to the practice. We endeavour to complete our section of all insurance claims forms within 7 working days from the date we receive your signed claims form. The practice charges an administration fee to cover the cost of processing insurance claims.

Out-Of-Hours Cover

WHVS runs a 24-hour emergency service from its Staines branch in conjunction with Vets Now LTD. You will need to be able to transport your pet to this site outside of normal working hours even though this may not be the normal branch your animal attends. Please note costs are significantly higher than during normal hours and are payable at the time.

Animals which are hospitalised outside normal working hours are checked and treated according to their clinical needs, which are assessed on a case-by-case and daily basis.

Ownership of Records; Radiographs and Similar Records

Your pet's clinical records remain the property of, and will be retained by, WHVS in accordance with our privacy policy that is available on our website or as a hardcopy on request. A copy of your pet's records will only be sent to another veterinary surgeon on request from them and your express permission in writing or verbally. Please note that pet insurance invariably confers the insurance company right of access to your personal data and your pet's clinical details.

The care given to your animal may involve making some specific investigations, for example, taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting records, for example radiographs, blood reports or ultrasound scans remain with WHVS.

You are entitled to view your pet's records on request, and, if necessary, an appropriate appointment to view them will be made. If you require a copy for your personal use, a charge will be made at the rate for administrative work.

Clinical Outcomes

The outcome to treatment in animals can sometimes be unpredictable and unfortunately no medicine is guaranteed to be 100% effective, nor is it guaranteed not to cause side effects. Similarly, operations carry with them inherent risks of complications. We aim to inform you, where possible, of potential complications involved with therapies, diagnostic procedures and surgeries. However, it is not always possible to predict or inform a client of all the potential complications. Consequently, WHVS accepts no liability for lack of efficacy or side effects relating to a drug or for complications related to a procedure unless we have been negligent in our actions.

Owner Responsibilities

We endeavour to have an excellent professional relationship with our clients and this is achieved through mutual trust and respect. We, therefore, ask you to abide by a few simple rules whilst using our service:

- Please ensure all pets are appropriately restrained when visiting the practice – dogs on a fixed-length lead and cats, rabbits and other species in a suitable basket/container.
- Children are supervised and well-behaved both in the waiting areas and consultation rooms.
- Mobile phones are switched off whilst in the consultation room.
- All staff are treated with respect and at no time subjected to inappropriate behaviour or abusive language via any means of communication. Should any client or visitor to the practice demonstrate any such conduct they will be asked to register their pets with a different veterinary surgery immediately.

All items left with your pet at the time they are admitted to the surgery (e.g. basket, leads, blankets) should be collected at the time of discharge. If for any reasons items are not collected the practice will keep these items for a period of one month. After this time they will be discarded or, if applicable, donated to a local charity. The practice accepts no responsibility for any items reported lost after a patient has been discharged from the practice.

We make every effort to notify clients when their pets are due certain healthcare treatments e.g. vaccinations. However, the ultimate responsibility is with you, the owner, to ensure that any recommended intervals are adhered to. WHVS accepts no liability for costs incurred in restarting vaccination courses or repeat blood tests for pet travel etc.

Non-Discrimination Policy

WHVS is generally free to decide whether to accept custom from any particular client. However, any refusal to accept such custom will be both lawful and non-discriminatory. Therefore, no client shall be excluded from participation in, or denied the benefits of any service WHVS offers on the basis of race, colour, disability, religion, sex, age or sexuality.

WHVS will take any allegation of discrimination seriously. If you feel you have been subject to discrimination, please notify the practice manager or a director. The complaint will be kept as confidential as is possible and will be dealt with promptly.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service you receive from WHVS and we welcome suggestions for improving our practice in an open manner. Please feel free to discuss any concerns you may have with a member of the practice team. However, if you wish to make a formal complaint, please direct your comments in writing to complaints@willetthouse.co.uk

WHVS records both incoming and outgoing telephone calls for training and monitoring purposes. Our out-of-hour provider Vets Now is an independent company and, therefore, complaints specifically related to the care of your pet provided by Vets Now should be made in the first instance to this company. Details can be obtained either from Vets Now themselves, or a member of our client care team. If, after receiving a response from Vets Now, you remain dissatisfied please email your concern to complaints@willetthouse.co.uk, along with any response, and we will be happy to investigate this on your behalf. NB: Vets Now is an independent company to WHVS and the final decision regarding any complaint remains with them.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind WHVS unless specifically agreed in writing and signed by one of the directors. Additionally, no agent or person employed by or under contract with WHVS has the authority to alter or vary these terms and conditions in any way.

Willet House Veterinary Surgeons is the trading name of Willett House Vets Limited, registered in England and Wales No 08482443. Registered Office: 138 Kingston Road, Staines-upon-Thames, Middlesex TW18 1BL



e: customer.services@willetthouse.co.uk
w: www.willetthouse.co.uk

Addlestone **01932 846223**

Hampton **020 8941 8791**

Stanwell **01784 601355**

Feltham **020 8890 4066**

Staines **01784 452048**

Sunbury **01932 750555**

Egham **01784 601102**

Treating pets since 1888