

Caring • Professional • Compassionate • Local • Good Value • Helpful



**Integrity** Community **Excellence**  
The Chestnut Charter



Integrity

## The Chestnut Charter

Here at Chestnut Vets we value the trust that you place in us when you choose our practice, and we never take your custom for granted.

We promise that we will always focus on:



### **Integrity**

As an independent practice with traditional values, our primary concern is for the welfare of the pets we care for. Unlike some other practices, we have no corporate shareholders to satisfy, no financial targets to meet and offer no sales incentives to our staff.

***You can be sure that we will only ever act in the best interests of you and your pet.***

## Community

We are proud of our strong reputation in the local area - Chestnut Vets has cared for the pets of the Hertford and Ware community for over a century. Our team pay regular visits to local schools in order to help educate the next generation in the joys and responsibilities of pet ownership.





Community



Excellence

## Excellence

We are passionate about providing a superior service, and each member of the team undertakes regular training and development in order to develop our skills yet further. We love working with animals and are committed to delivering only the highest levels of care to your pet, offering:

- Comprehensive routine healthcare to keep your pet happy and healthy
- 24-hour access to emergency care
- FREE nurse clinics
- Dedicated nursing support and cutting-edge anaesthesia techniques for in-patients

*Each member of our team works hard to deliver the very best care both to you, and your pet, at all times.*



## The best for your pet

- We will always make clear recommendations and they will only ever be in the best interests of your pet's health and wellbeing.
- Our team of skilled professionals respect the unique personality and specific needs of your pet. We treat every animal as an individual, not just a case.
- As the only Royal College of Veterinary Surgeons accredited practice in Hertford and Ware\*, we maintain the very highest clinical standards at all times and have an extensive range of diagnostic equipment available on site. \*as at January 2015
- Our team of professionals is highly trained and we continuously update our skills and knowledge to ensure that we are able to offer the latest treatments and surgical techniques to your pet. You can be referred to an onsite dermatology specialist and we also offer complementary services such as acupuncture and behavioural advice.
- The Chestnut Vets nursing team gives your pet individual attention before, during and after surgical procedures, closely monitoring progress and providing plenty of TLC.





The best for your pet



The best for you

## The best for you

- We offer 24-hour access to emergency care. During the week this is by our own vets at our Hoe Lane site, at weekends and bank holidays this is provided by the Queen Mother Hospital at the Royal Veterinary College, one of the leading veterinary hospitals in Europe.
- Your vet or nurse will discuss all available treatment options upfront, each supported with clear cost estimates so that you can make informed decisions about your pet's care.
- Informal and in-depth consultations. We'll always give you the time to ask questions and share your thoughts - after all, you know your pet best.
- Free nurse clinics, providing access to professional advice on a wide range of routine health care issues.
- Because we know that it can be a worrying time waiting for some test results, we have our own on-site laboratory for same-day testing.
- Ambulance service - if you are unable to bring your pet in or collect after surgery, we will arrange everything for you.
- We hold open evenings throughout the year where you can meet the team and have a look behind the scenes.

Thank you for choosing Chestnut Vets. We value your opinion and constantly strive to improve still further - if you have any questions or comments regarding any aspect of our service, please contact Paul Walden, Michelle White or Fiona Smith on 01920 468874 or [email@chestnutvets.co.uk](mailto:email@chestnutvets.co.uk) or visit [www.chestnutvets.co.uk](http://www.chestnutvets.co.uk)



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All consultations are by appointment.  
Please ring to book a time.

Monday to Thursday: 8.30am to 7.00pm  
Friday: 8.30am to 6.00pm  
Saturday: 9.00am to 1.00pm

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