



Welcome to Fair City Vets, Information for New Clients

Thank you for choosing Fair City Vets as your veterinary practice. We are here for all your veterinary needs and are very much looking forward to working with you and your pet/s.

This letter contains some essential information regarding the practice. However, please remember our reception team are always happy to help you over the phone or by email with any questions you might have.

Where to find us

We are located at 32 York Place, Perth, PH2 8EH. There is a car park located at the front of the building with 4 car parking spaces. On street parking is also available in side streets nearby – please note that these have a one-hour time limit. We are also within walking distance of the town centre and on the bus route.

Current Opening Hours

Our current opening hours are below. Please note only our Perth Surgery is open at present. All updates regarding our Auchterarder practice can be found on our website and Facebook page.

Monday 8:30am - 7:00pm

Tuesday 8:30am - 7:00pm

Wednesday 8:30am - 7:00pm

Thursday 8:30am - 7:00pm

Friday 8:30am - 7:00pm

Saturday 8:30am - 12:30pm

Sunday - Closed

Out of Hours Cover

We know your pet can become ill or suffer accidents at any time. To make sure you have access to high quality care when the practice is closed at night, weekends or on public holidays, we have chosen to partner with Vets Now, the leading provider of Out of Hours care. Further information on how to contact Vets Now who are based in Dundee, can be found on our website at <https://www.faircityvets.com/contact-us/out-of-hours>

Video Vets Now

Video Vets Now is also available between 8am and 11pm 7days a week. The consultations are 10 minutes and if your pet needs seen by us or Vets Now, your original payment will be refunded.

When to use Video Vets Now?

Sometimes a vet's advice is all you need. Many queries can be resolved without visiting a practice, including:

- Non-urgent queries
- Preventative care advice
- Advice on ongoing and chronic conditions

Fair City Veterinary Group, 32 York Place, Perth, PH2 8EH. Tel: 01738 623210

Email: reception@faircityvets.co.uk Website: www.faircityvets.com

Fair City Veterinary Group is a trading name of Independent Vetcare Ltd. Company number: 07746795. VAT No: 115141658. Registered address: The Chocolate Factory, Keynsham, Bristol, BS31 2AU. Authorised and regulated by the Financial Conduct Authority for credit-regulated activities under reference number: FRN738010



Please be aware that vets can't prescribe medication via video chat.

Note: Video Vets Now consults are designed for non-urgent queries only. In an emergency, please contact us or your out-of-hours care provider directly. Further information on Video Vets Now or to book an appointment can be found on our website: <https://www.faircityvets.com/video-vet>



We are an RCVS Accredited Practice

The RCVS Practice Standards Scheme (PSS) is a voluntary initiative to accredit veterinary practices in the UK. Through setting standards and carrying out regular assessments, the Scheme aims to promote and maintain the highest standards of veterinary care. It offers peace of mind to clients of accredited practices and a more informed choice to the animal-owning public.

To become accredited, practices volunteer for rigorous assessment every four years and will have met a range of minimum standards including hygiene, 24-hour emergency cover, staff training, certain types of equipment and cost estimation procedures. Practices are also subject to spot-checks between assessments.

For more information, please visit: <https://animalowners.rcvs.org.uk/accredited-practices/about-the-practice-standards-scheme/>

Terms and Conditions

Our terms of Sale for Veterinary Services can be found here: <https://www.faircityvets.com/terms-of-sale-for-veterinary-services>. These terms include important information - please read them carefully. We recommend that you print a copy of these terms for future reference.

Our Team

We are incredibly lucky to have a wonderfully caring and lovely team of vets, nurses and support staff. To meet the team, check out our website: <https://www.faircityvets.com/about-us/meet-the-team> and look out for our welcome board in reception to see some of our staff pets!



Pet Health Club

We offer a Pet Health Club for all your pet's regular health care needs including all year-round flea, tick and worm treatment, vaccinations, nail clips and much more. Our reception team would be happy to talk you through the benefits and costs of the Pet Health Club. More information can also be found on our website at <https://www.faircityvets.com/pet-health-club>

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Reordering Medications

When you call the practice, you will be able to select our dedicated line for reordering medications. However, if you prefer, you can also speak to one of the reception team. Where possible, please give us at least 48 hours' notice for a repeat prescription order. Postage is available (please note this is not available for all prescriptions), and can be requested & discussed with our reception team. Same day medication is available in emergency circumstances however, a same day surcharge of £14.85 will be applied.

Payment

We respectfully ask all clients to pay in full for their pet's treatment at the end of their visit. Any visit with a vet will be charged a consultation fee. Prices for some routine appointments are available on our website or our reception team will be happy to provide you with prices and/or estimates for treatments or procedures.

Insurance Claims

We are happy to process your insurance claims. We are strictly payment at the time of treatment and once paid, we can then proceed with an insurance claim. Please note an administration fee of £16.50 is applicable for insurance form completion at the time of your pet's initial consultation. (Unless you are part of Pet Health Club, in which case it is included in your membership.) This fee will cover current and future claims per condition for the duration of a year. Please bring your completed insurance form with you and we will promptly fill in the veterinary section, send your pet's clinical history and the invoice(s) for any treatment onto your insurance company.

Useful information and Social Media Pages

Other useful information about the practice and general pet care advice can be found on our website at <https://www.faircityvets.com>

You may also wish to like our Facebook & Instagram pages for regular updates and alerts www.facebook.com/Faircityvets & <https://www.instagram.com/faircityvets/?hl=en>

Thanks again for joining us! We look forward to seeing you and your pets soon.

Best wishes,

From all the Staff at Fair City Vets



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