

**Appointments**

To minimise waiting times, our surgeries operate an appointment only system. Appointments can be made every day from Monday to Friday and also on Saturday mornings. Please check our consulting times for each surgery as they do differ. If you wish to see a particular vet please check he/she is available at the time your appointment is made.

We operate a 365 day, 24 hour emergency service.

**Visits**

Home visits are available at any time but please telephone early in the day. House visits take much longer than a consultation at the surgery, and are therefore more expensive. For a more thorough examination and often more speedy service, it is generally better to bring your pet into one of the surgeries where the necessary equipment and drugs are available. This is particularly true for road traffic accidents, when prompt attention can often be life saving.

**Parking**

We have car parking areas for clients at both surgeries.

**Pet Insurance**

In addition to our VIP Scheme, we recommend that you insure your animals. With the rising cost of veterinary treatment, a major accident or illness can be expensive and inevitably will come when you can least afford it. With veterinary insurance, you can have the very best treatment for your animals without having to worry about the cost. Our staff will be happy to discuss insurance policies with you and we currently recommend Pet Plan.



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**24 hour Emergency cover**  
**01473 822704**  
**or 01206 391511**

[www.highcliffvets.com](http://www.highcliffvets.com)

# VIP Plan

Now available for Cats and Dogs of any age

**Budget monthly to save money on your pet's health**



**HIGHCLIFF**  
VETERINARY PRACTICE

*Providing Pet Care 24/7 for over 100 years*



[www.highcliffvets.com](http://www.highcliffvets.com)



@highcliffvets



Highcliff Veterinary Practice

## Welcome to Highcliff Veterinary Practice



Our aim is to provide the best possible health care for your pets in a pleasant, friendly environment. We are committed to keeping abreast of the latest developments in modern veterinary practice – providing high quality treatment at affordable prices.

We are inviting our loyal dog and cat owners to spread the cost of routine preventative treatment with our own practice membership scheme –

**The Highcliff VIP Plan**

**What does the plan cover?**

- A full clinical examination of your pet's eyes, ears, heart, claws, weight, teeth and mouth twice a year.
- Annual vaccinations to protect against: Dogs - Distemper, Hepatitis, Leptospirosis and Parvovirus  
Cats – Flu and Enteritis with the option of Leukaemia
- Worming treatments sufficient for your pet's needs
- Flea treatments sufficient for twelve months
- Dietary advice

**In addition:**

- 20% off selected long term licenced veterinary prescription only medicines
- Free microchip
- 20% off dental operations and products
- 20% off neutering
- 20% off laser therapy
- Free nail clipping and other minor procedure benefits within Nurse Clinics
- 20% off prescription diets
- 20% off out of hours consultations

**How much does it cost?**

Please refer to the VIP Price List enclosed with this leaflet or call one of our practices. Once you have joined the Plan, any price changes will be advised in advance of taking effect.

**How do I register?**

Please complete the registration form opposite and then call into one of our surgeries to complete the direct debit mandate.

**VIP Plan Terms and Eligibility**

- The Plan is by invitation and clients would usually be registered with the practice for one year.
- New clients will be considered following receipt of history from their previous vets.
- The plan is available for puppies and kittens
- There is an initial registration fee of £10 per animal.
- Commitment is for a minimum of one year.
- If your pet dies, for whatever reason, during the period of the Plan you will be refunded any unused instalments.
- Other veterinary work that arises will be charged under our normal terms of business.

Highcliff Veterinary Practice reserves the right to vary the terms of the plan with reasonable notice.

## Highcliff VIP Plan Registration Form

I wish to accept your invitation to join the Highcliff VIP Loyalty Plan. I understand the basis of the scheme as summarised within this leaflet:-

Name.....

Pet's name(s) .....

Address.....

Email.....

Mobile .....

Signature for all pets listed above

Date.....

Usual Branch .....Client

Reference (Office Use) .....

**Give us a call or visit one of our surgeries - our staff will be happy to discuss the plan with you!**

