Southern Counties

VETERINARY SPECIALISTS

S

MANY FIXED PRICE PROCEDURES!

SCVS Price Guide January 2019

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Please use these prices as a guide for typical cases. All prices include VAT.

Procedures performed out of hours will include a 25% surcharge on professional fees.



RTHOPAEDIC PRICE GUIDE			Southern Counties	
January 2019	GUARANTEES* ON	SF	SCVS VETERINARY SPECIALISTS	
Consultations	TPLO & THR	Price		
Initial	SURGERY	£210)	
Follow-up		£125	5	
Emergency supplement (9am - 5pm Mon - Fri)	•	£130)	
Emergency supplement (5pm - 9am weekdays, weekends/ban	ık holidays)	£195	5	
Cruciate Rupture		Price		
Unilateral TPLO (Fixed price)		<15kg	£3,300	
Initial consultation, x-rays, surgery, up to 2 nights hospitalisation, inpatient p	hysiotherapy, 8 week follow-up	15kg - 30kg	£3,500	
consultation & follow-up x-rays. 12 month surgical guarantee included.*		30kg - 50kg	£3,800	
		>50kg	£4,000	
Bilateral TPLO (Fixed price)		<15kg	£4,950	
Initial consultation, x-rays, surgery, up to 2 nights hospitalisation, inpatient p	hysiotherapy, 8 week follow-up	15kg - 30kg	£5,250	
consultation & follow-up x-rays. 12 month surgical guarantee included.*		30kg - 50kg	£5,700	
		>50kg	£6,000	
laint Daula comonta				
Joint Replacements		Price		
Total Hip Replacement (THR) (Fixed price)		Price <30kg	£4,500	
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiothera		<30kg	£4,500 £5,000	
Total Hip Replacement (THR) (Fixed price)		<30kg		
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiothera		<30kg - 30kg - 50kg	£5,000	
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes w	/ork-up.	<30kg - 30kg - 50kg >50kg	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheral tions & follow-up x-rays. 12 month surgical guarantee* included. Excludes w Total Knee Replacements (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheral tions are apprecised by the physiotheral surgery. 	/ork-up.	<30kg - 30kg - 50kg >50kg	£5,000 £6,000	
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes w Total Knee Replacements (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. Excludes work-up.	/ork-up.	 <30kg 30kg - 50kg >50kg £600 Price 	£5,000 £6,000	
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were transported by the second	/ork-up. py, 4 & 12 week follow-up consulta	 <30kg 30kg - 50kg >50kg £6000 	£5,000 £6,000	
Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were the follow of the	/ork-up. py, 4 & 12 week follow-up consulta	 <30kg 30kg - 50kg >50kg £6000 Price £3,500 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were to a surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. Excludes work-up. Surgery, post-op x-rays. Excludes work-up. Elbow Procedures Unilateral arthroscopy (Fixed price) Initial consultation & x-rays, CT, surgery, up to 2 nights hospitalisation & inpatient = 100000000000000000000000000000000000	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy.	 <30kg 30kg - 50kg >50kg £600 Price 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were a structure of the structu	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy.	 <30kg 30kg - 50kg >50kg £6000 Price £3,500 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were a structure of the structu	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy.	 <30kg 30kg - 50kg >50kg Price £3,50 £4,00 Price 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were a structure of the structu	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy.	 <30kg 30kg - 50kg >50kg Price £3,50 £4,00 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes w Total Knee Replacements (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. Excludes work-up. Elbow Procedures Unilateral arthroscopy (Fixed price) Initial consultation & x-rays, CT, surgery, up to 2 nights hospitalisation & inpatient Bilateral arthroscopy (Fixed price) Initial consultation & x-rays, CT, surgery, up to 2 nights hospitalisation & inpatient Surgeries Unilateral patella luxation (excl femoral ostectomy) Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & Bilateral patella luxation (excl femoral ostectomy) 	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy. atient physiotherapy.	 <30kg 30kg - 50kg >50kg Price £3,50 £4,00 Price 	£5,000 £6,000	
 Total Hip Replacement (THR) (Fixed price) Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotheraptions & follow-up x-rays. 12 month surgical guarantee* included. Excludes were a structure of the structu	vork-up. py, 4 & 12 week follow-up consulta atient physiotherapy. atient physiotherapy.	 <30kg 30kg - 50kg >50kg Price £3,50 £4,00 Price 	£5,000 £6,000	

*Cost of all complications relating to the surgery covered for 12 months post surgery

ORTHOPAEDIC PRICE GUIDE CONT. January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Other Joint Surgeries cont.	Price
Hip luxation (open reduction)	£2,000 £3,500
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	£3,000 - £3,500
Pancarpal/pantarsal arthrodesis	£4,000 - £5,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	14,000 - 13,000
Partial tarsal arthrodesis	£3,000 - £4,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	13,000 - 14,000
Fractures	Price
Simple growth plate fracture	£2,000 - £3,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	12,000 13,000
Long bone shaft fracture (simple)	£3,000 - £4,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	
Long bone shaft fracture (complex)	£3,500 - £5,500
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	,
Feline multiple pelvic trauma	£3,000 - £5,000
Initial consultation, x-rays, +/- CT, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	
Humeral unicondylar fracture	£3,000 - £4,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	20,000 21,000
Humeral bicondylar fracture	£5,000 - £6,000
Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.	15,000 - 10,000



SOFT TISSUE SURGERY PRICE GUIDE		Southern Counties
January 2019	ALL OF OUR OFT TISSUE PRICES	SCVS VETERINARY SPECIALISTS
		Price
Initial	CONSULT & TYPICAL INVESTIGATIONS	£210
Follow-up	INVESTIGATION	£125
Emergency supplement (9am - 5pm Mon - Fri)		£130
Emergency supplement (5pm - 9am weekdays, weekends/bank	holidays)	£195
Abdominal procedures		Price
Enterectomy		
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	£3,000 - £5,000
Perineal rupture		C2 000 CE 000
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	£3,000 - £5,000
Biliary tract surgery		£3,500 - £6,000
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	13,300 - 10,000
Hepatic surgery		£4,500 - £6,700
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	2.,,000 20,700
Portosystemic shunt		£4,000 - £5,600
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	
Septic peritonitis		£6,000 - £15,000
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	
Anal sacculectomy		£2,000 - £2,600
Initial consultation, typical investigations, surgery, post-operative care	& typical hospitalisation.	.
Laparoscopy/Thoracoscopy		Price
Laparoscopic ovariectomy/orchidectomy		£700 - £1,000
Initial consultation, typical investigation, surgery, post-operative care	& typical hospitalisation.	
Laparascopy/thoracoscopy for biopsy or procedures		£2,100 - £4,500
Initial consultation, typical investigation, surgery, post-operative care Thoracic procedures	& typical hospitalisation.	
		Price
Lung lobectomy		£4,000 - £5,200
Initial consultation, typical investigation, surgery, post-operative care	& typical hospitalisation.	
PDA/vascular ring anomanly	e typical hospitalization	£3,000 - £4,200
Initial consultation, typical investigation, surgery, post-operative care Pyothorax	∝ typical nospitalisation.	
Initial consultation, typical investigation, surgery, post-operative care	& typical hospitalisation	£4,000 - £6,300
Pericardectomy		
Initial consultation, typical investigation, surgery, post-operative care	& typical hospitalisation.	£3,000 - £5,200
Diaphragmatic rupture		
Initial consultation, typical investigation, surgery, post-operative care	& typical hospitalisation.	£2,500 - £3,600
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SOFT TISSUE SURGERY PRICE GUIDE CONT.	Southern Counties
January 2019	SPECIALISTS
Ears, nose and throat (ENT)	Price
Laryngeal tie back	£3,500 - £4,500
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	
Brachycephalic airway surgery	£2,800 - £3,300
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	
TECA/LBO unilateral	£3,500 - £4,500
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	
TECA/LBO bilateral	£5,000 - £6,000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	
Salivary mucocoele	£4,000 - £4,500
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	
Urinary	Price
Ectopic ureteric surgery	£4,500 - £6,000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	,
Urinary incontinence surgery	£4,000 - £5,000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	1,000 13,000
Perineal urethrostomy	£4,000 - £5,000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	14,000 13,000
Oncosurgery	Price
Mandibulectomy/maxillectomy	64.000 66.000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	£4,000 - £6,000
Mass resection with primary closure	
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	£2,000 - £4,500
Mass resection with reconstructive surgery	
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	£3,500 - £5,500
Thyroidectomy/parathyroidectomy	
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	£3,700 - £5,500
Anal sac tumour resection & lymphadenectomy	£2 E00 . £6 000
Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.	£3,500 - £6,000



NEUROLOGY PRICE GUIDE January 2019	72 HOUR GUARANTEE* FOR	<u> </u>	Southern Counties SCVS VETERINARY SPECIALISTS
Consultations	POST-OPERATIVE	Price	
Initial	COMPLICATIONS		£240
Follow-up (routine)			£140
Follow-up (complex)			£175
Emergency supplement (9am - 5pm Mon - Fri)			£130
Emergency supplement (5pm - 9am weekdays, weekends/b	ank holidays)		£195
Spinal Surgery		Price (out of h	ours price in brackets)
Hemilaminectomy (single site) (Fixed price)		<15kg	£4,500 (£5,400)
Initial consultation, MRI, surgery, up to 3 nights hospitalisation & in	npatient physiotherapy.	15kg - 30kg	£4,900 (£5,900)
72 hour surgical guarantee*.		30kg - 50kg	£5,400 (£6,500)
		>50kg	£5,800 (£7,000)
Corpectomy (additional to above)		£	600 - £900
Ventral slot (single site) (Fixed price)		<15kg	£4,900 (£5,900)
Initial consultation, MRI, surgery, up to 3 nights hospitalisation & in	npatient physiotherapy.	15kg - 30kg	£5,300 (£6,300)
72 hour surgical guarantee*.		30kg - 50kg	£5,700 (£6,900)
		>50kg	£6,200 (£7,400)
Wobbler distraction fusion			
Initial consultation, MRI & CT, surgery, up to 3 nights hospitalisatic apy.	n & inpatient physiother-	£7,0	000 - £9,000
Neuromuscular disease investigation		Price	
Including, EMG/NCV, x-rays & muscle nerve biopsy			
Initial consultation, EMG/NCV, comprehensive blood tests, thoracic and abdominal imaging, muscle nerve biopsy & 24 hours hospitalisation.		, £3,0	000 - £4,000
EMG (Fixed price)		£250	
NCV (Fixed price)			£320
Seizure/vestibular/brain disease investigation		Price	
Including MRI		£2.	700 - £3,600
Initial consultation, MRI, comprehensive blood tests, CSF tap & 24	hours hospitalisation.	۲۷,	-00° ±3,000

 $^{*}\text{Cost}$ of all complications relating to the surgery covered for 72 hours post-surgery



INTERNAL MEDICINE PRICE GUIDE	Southern Counties
January 2019	SPECIALISTS
Consultations	Price
Initial	£240
Follow-up (routine)	£140
Follow-up (complex)	£175
Emergency supplement (9am - 5pm Mon - Fri)	£130
Emergency supplement (5pm - 9am weekdays, weekends/bank holidays)	£195
Miscellaneous medical conditions	Price
Pyrexia of unknown origin	£1,500 - £3,400
Initial consultation and typical investigations & typical hospitalisation.	11,500 - 13,400
Chronic disease i.e. weight loss	£1,700 - £3,000
Initial consultation and typical investigations & typical hospitalisation.	11,700 13,000
Gastrointestinal/hepatobiliary	Price
Oeosphageal or gastric foreign body removal (Endoscopic)	£1,500 - £1,900
Initial consultation, x-rays, endoscopy & 24 hours hospitalisation.	11,500 11,500
Chronic diarrhoea/vomiting	£1,500 - £3,000
Initial consultation, typical investigation & 24 hours hospitalisation.	11,500 - 13,000
Jaundice/hepatic investigation	£1,500 - £3,000
Initial consultation, typical investigation & 24 hours hospitalisation.	11,500 15,000
Azotaemia/Renal disease investigation	Price
Chronic renal failure	£1,400 - £2,800
Initial consultation, typical investigation & 24 hours hospitalisation.	11,100 12,000
Acute renal failure	
Initial consultation, typical investigation & 24 hours hospitalisation.	£2,500 - £5,000
Lower urinary tract disease	
Initial consultation, typical investigation & 24 hours hospitalisation.	£1,800 - £3,200
Proteinuria	
Initial consultation, typical investigation & 24 hours hospitalisation.	£1,500 - £2,800
Polyuria/Polydipsia & endocrine disease	Price
Preliminary investigation	
Imaging, hormonal tests & GFR.	£1,400 - £2,800
Management of diabetes	
	£2,100 - £3,500
Serial glucose curves, abdominal ultrasound & hormonal tests	

INTERNAL MEDICINE PRICE GUIDE CONT. January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Anaemia/thrombocytopenia	Price
Preliminary investigation	000 63 000 63
Imaging, bone marrow biopsy & up to 1 unit of blood.	£2,000 - £3,000
Acute haematological disease (e.g. collapsed IMHA)	£2,500 - £6,300
Imaging, typical treatment, hospitalisation & transfusions.	12,500 - 10,500
Nasal Discharge Investigation	Price (out of hours price in brackets)
Nasal discharge investigation (Fixed price)	
Initial consultation, CT, anaesthesia, rhinoscopy, biopsies, histopathology & 24 hours hospitalisation.	£2,290 (£2,750)
Respiratory investigation	Price
Respiratory investigation	C1 000 C2 700
Initial consultation, anaesthesia, bronchoscopy, histopathology & 24 hours hospitalisation.	£1,900 - £2,700
Chemotherapy	Price
CHOP Protocol for lymphoma	
Standard CHOP protocol over 19 weeks with no complications.	£5,500 - £6,800



CARDIOLOGY PRICE GUIDE January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Consultations	Price
Initial	£210
Follow-up	£140
Consultation & echocardiography	£600
Emergency supplement (9am - 5pm Mon - Fri)	£130
Emergency supplement (5pm - 9am weekdays, weekends/bank holidays)	£195
NEW - Mitral Valve Clinic	Price
Mitral valve clinic (1st echo)	000
Echo and written report.	£200
Mitral valve clinic (recheck)	£150
Echo and written report.	LISU
Investigations	Price
Heart murmur	£600 - £1,100
Initial consultation, typical investigation & typical hospitalisation.	
Arrhythmia	£900 - £1900
Initial consultation, typical investigation & typical hospitalisation.	
Syncope/collapse/exercise intolerance	£1,050 - £2,700
Initial consultation, typical investigation & typical hospitalisation.	
Cough/dyspnoea	£900 - £3,200
Initial consultation, typical investigation & typical hospitalisation.	
Treatments and Procedures	Price
Stabilisation of congestive heart failure	£1,250 - £2,500
Initial consultation, typical investigation, treatment & typical hospitalisation.	
Aortic thromboembolism	£1,250 - £2,500
Initial consultation, typical investigation, treatment & typical hospitalisation.	
Pericardial effusion	£1,000 - £2,500
Initial consultation, typical investigation, treatment & typical hospitalisation. Cardiac surgery/interventions	Price (out of hours price in brackets)
Pacemaker - single chamber (Fixed price)	
Surgery & hospitalisation.	£4,750 (£5,700)
Pacemaker - dual chamber (Fixed price)	
Surgery & hospitalisation.	£5,250 (£6,300)

PDA closure - surgical closure (Fixed price)

Surgery & hospitalisation.

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£4,000

CARDIOLOGY PRICE GUIDE CONT. January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Cardiac surgery/interventions	Price
PDA closure - coil (Fixed price) Surgery & typical hospitalisation.	£4,250
PDA closure - amplatzer plug/ACDO (Fixed price) Surgery & hospitalisation.	£4,750
Balloon valvuloplasty for pulmonic stenosis (Fixed price) Surgery & typical hospitalisation.	£4,750
Implant event recorder (Fixed price) Surgery & typical hospitalisation.	£1,500
Electrical Cardioversion of Atrial Fibrillation (Fixed price) Procedure, general anaesthetic & 1 nights hospitalisation.	£1,400

PHYSIOTHERAPY & HYDROTHERAPY PRICE GUIDE January 2019	Southern Counties VETERINARY SPECIALISTS
Physiotherapy & Hydrotherapy	Price
Initial physiotherapy consultation	£97.20
Physio & home exercise plan.	LJ7.20
Physiotherapy session	£51.50
Physio review & home exercise plan review.	L31.30
Hydrotherapy session	£39
Session in the under-water treadmill with hydrotherapist assessment.	133
Physiotherapy modality	£50.40
Physio review, home exercise plan review, use of modalities and physio assessment in treadmill.	L30.40
Set up treatment plan (incl 24hrs initial treatment)	£120
Physiotherapy assessment, home exercise plan, 3 session of physiotherapy.	LIZU
physiotherapy in-patient - 24hours - routine	£59
Min 2 sessions of physiotherapy.	L39
physiotherapy in-patient - 24hours - intensive / large dog	£99
Min 2 sessions of physiotherapy.	133
Shockwave Treatment	£60

DERMATOLOGY PRICE GUIDE January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Consultations	Price
Initial consultation	£280
Follow-up	£140
Procedures	Price
Sample investigation	£20-£160
Intradermal allergy skin test Sedation	£350 - £420
Ear flushing Initial consultation, CT, sampling under general anaesthetic.	£1700 - £2,100
Skin biopsy	£150

DIAGNOSTIC IMAGING PRICE GUIDE January 2019	Southern Counties SCVS VETERINARY SPECIALISTS
Computed Tomography (CT)	Price
Single area	£0E0 £1 200
Sedation/anaesthesia and report.	£950 - £1,200
Additional area	£210
Contrast (additional to above)	£230
Magnetic Resonance Imaging	Price
Single area (without contrast)	£1,900 - £2,300
Anaesthesia and report.	11,900 - 12,500
Additional area	£450
Imaging Reports	Price
Interpretation of radiographs - verbal*	FREE
Ultrasound	Price
Initial abdominal scan	£410
Follow-up abdominal scan	£305
Musculoskeletal scan	£220
Ultrasound guided FNA	£95
Ultrasound guided trucut biopsy	£200

*Available for veterinary surgeons only





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.

Procedures performed out of normal working hours will include a 25% surcharge on professional fees. Normal working hours are 9am-6pm Mon-Fri.

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.

Payments

We accept cash, cheques and credit cards for all the major types (we cannot take American Express). We can take credit card payments over the phone. We are also happy to accept BACS payments – please ask us for a reference, so that we can identify your payment.