



Southern Counties

VETERINARY  
SPECIALISTS



# 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.





| Consultations  | Price           |        |
|--|-----------------|--------|
| <b>Initial</b>   | £210            |        |
| <b>Follow-up</b>   | £125            |        |
| <b>Emergency supplement (9am - 5pm Mon - Fri)</b>  | £130            |        |
| <b>Emergency supplement (5pm - 9am weekdays, weekends/bank holidays)</b>   | £195            |        |
| Cruciate Rupture   | Price           |        |
| <b>Unilateral TPLO (Fixed price)</b>   | <15kg           | £3,300 |
| Initial consultation, x-rays, surgery, up to 2 nights hospitalisation, inpatient physiotherapy, 8 week follow-up consultation & follow-up x-rays. 12 month surgical guarantee included.*           | 15kg - 30kg     | £3,500 |
|  | 30kg - 50kg     | £3,800 |
|  | >50kg           | £4,000 |
|  |                 |        |
| <b>Bilateral TPLO (Fixed price)</b>  | <15kg           | £4,950 |
| Initial consultation, x-rays, surgery, up to 2 nights hospitalisation, inpatient physiotherapy, 8 week follow-up consultation & follow-up x-rays. 12 month surgical guarantee included.*           | 15kg - 30kg     | £5,250 |
|  | 30kg - 50kg     | £5,700 |
|  | >50kg           | £6,000 |
|  |                 |        |
| Joint Replacements   | Price           |        |
| <b>Total Hip Replacement (THR) (Fixed price)</b>   | <30kg           | £4,500 |
| Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotherapy, 4 & 12 week follow-up consultations & follow-up x-rays. 12 month surgical guarantee* included. Excludes work-up. | 30kg - 50kg     | £5,000 |
|  | >50kg           | £6,000 |
|  |                 |        |
| <b>Total Knee Replacements (Fixed price)</b>   | £6000           |        |
| Surgery, post-op x-rays, up to 2 nights hospitalisation, inpatient physiotherapy, 4 & 12 week follow-up consultations & follow-up x-rays. Excludes work-up.  |                 |        |
| Elbow Procedures   | Price           |        |
| <b>Unilateral arthroscopy (Fixed price)</b>  | £3,500          |        |
| Initial consultation & x-rays, CT, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.  |                 |        |
| <b>Bilateral arthroscopy (Fixed price)</b>   | £4,000          |        |
| Initial consultation & x-rays, CT, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.  |                 |        |
| Other Joint Surgeries  | Price           |        |
| <b>Unilateral patella luxation (excl femoral ostectomy)</b>  | £3,000 - £3500  |        |
| Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.  |                 |        |
| <b>Bilateral patella luxation (excl femoral ostectomy)</b>   | £4,000 - £4,500 |        |
| Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.  |                 |        |
| <b>Femoral ostectomy (additional to above)</b>   | £2,000          |        |

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

| Other Joint Surgeries cont.  | Price           |
|--|-----------------|
| <b>Hip luxation</b> (open reduction)<br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.        | £3,000 - £3,500 |
| <b>Pancarpal/pantarsal arthrodesis</b><br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.      | £4,000 - £5,000 |
| <b>Partial tarsal arthrodesis</b><br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.           | £3,000 - £4,000 |
| Fractures  | Price           |
| <b>Simple growth plate fracture</b><br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.         | £2,000 - £3,000 |
| <b>Long bone shaft fracture</b> (simple)<br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.    | £3,000 - £4,000 |
| <b>Long bone shaft fracture</b> (complex)<br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.   | £3,500 - £5,500 |
| <b>Feline multiple pelvic trauma</b><br>Initial consultation, x-rays, +/- CT, surgery, up to 2 nights hospitalisation & inpatient physiotherapy. | £3,000 - £5,000 |
| <b>Humeral unicondylar fracture</b><br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.         | £3,000 - £4,000 |
| <b>Humeral bicondylar fracture</b><br>Initial consultation & x-rays, surgery, up to 2 nights hospitalisation & inpatient physiotherapy.          | £5,000 - £6,000 |



# SOFT TISSUE SURGERY PRICE GUIDE

January 2019

ALL OF OUR  
SOFT TISSUE PRICES  
INCLUDE INITIAL  
CONSULT & TYPICAL  
INVESTIGATIONS

| Consultations   | Price            |
|---|------------------|
| <b>Initial</b>  | £210             |
| <b>Follow-up</b>  | £125             |
| <b>Emergency supplement (9am - 5pm Mon - Fri)</b>   | £130             |
| <b>Emergency supplement (5pm - 9am weekdays, weekends/bank holidays)</b>                              | £195             |
| Abdominal procedures  | Price            |
| <b>Enterectomy</b>  | £3,000 - £5,000  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Perineal rupture</b>   | £3,000 - £5,000  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Biliary tract surgery</b>  | £3,500 - £6,000  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Hepatic surgery</b>  | £4,500 - £6,700  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Portosystemic shunt</b>  | £4,000 - £5,600  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Septic peritonitis</b>   | £6,000 - £15,000 |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| <b>Anal saccullectomy</b>   | £2,000 - £2,600  |
| Initial consultation, typical investigations, surgery, post-operative care & typical hospitalisation. |                  |
| Laparoscopy/Thoracoscopy  | Price            |
| <b>Laparoscopic ovariectomy/orchidectomy</b>  | £700 - £1,000    |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| <b>Laparoscopy/thoracoscopy for biopsy or procedures</b>  | £2,100 - £4,500  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| Thoracic procedures   | Price            |
| <b>Lung lobectomy</b>   | £4,000 - £5,200  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| <b>PDA/vascular ring anomaly</b>  | £3,000 - £4,200  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| <b>Pyothorax</b>  | £4,000 - £6,300  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| <b>Pericardectomy</b>   | £3,000 - £5,200  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |
| <b>Diaphragmatic rupture</b>  | £2,500 - £3,600  |
| Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.  |                  |

| Ears, nose and throat (ENT)  | Price           |
|--|-----------------|
| <b>Laryngeal tie back</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                              | £3,500 - £4,500 |
| <b>Brachycephalic airway surgery</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                   | £2,800 - £3,300 |
| <b>TECA/LBO unilateral</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                             | £3,500 - £4,500 |
| <b>TECA/LBO bilateral</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                              | £5,000 - £6,000 |
| <b>Salivary mucocele</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                               | £4,000 - £4,500 |
| Urinary  | Price           |
| <b>Ectopic ureteric surgery</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                        | £4,500 - £6,000 |
| <b>Urinary incontinence surgery</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                    | £4,000 - £5,000 |
| <b>Perineal urethrostomy</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                           | £4,000 - £5,000 |
| Oncosurgery  | Price           |
| <b>Mandibulectomy/maxillectomy</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                     | £4,000 - £6,000 |
| <b>Mass resection with primary closure</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.             | £2,000 - £4,500 |
| <b>Mass resection with reconstructive surgery</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.      | £3,500 - £5,500 |
| <b>Thyroidectomy/parathyroidectomy</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation.                 | £3,700 - £5,500 |
| <b>Anal sac tumour resection &amp; lymphadenectomy</b><br>Initial consultation, typical investigation, surgery, post-operative care & typical hospitalisation. | £3,500 - £6,000 |



# NEUROLOGY PRICE GUIDE

January 2019

**72 HOUR  
 GUARANTEE\* FOR  
 POST-OPERATIVE  
 COMPLICATIONS**

| 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                                   |                 |
| Spinal Surgery   | Price (out of hours price in brackets) |                 |
| <b>Hemilaminectomy</b> (single site) (Fixed price)<br>Initial consultation, MRI, surgery, up to 3 nights hospitalisation & inpatient physiotherapy. 72 hour surgical guarantee*.                         | <15kg                                  | £4,500 (£5,400) |
|  | 15kg - 30kg                            | £4,900 (£5,900) |
|  | 30kg - 50kg                            | £5,400 (£6,500) |
|  | >50kg                                  | £5,800 (£7,000) |
| <b>Corpectomy</b> (additional to above)  | £600 - £900                            |                 |
| <b>Ventral slot</b> (single site) (Fixed price)<br>Initial consultation, MRI, surgery, up to 3 nights hospitalisation & inpatient physiotherapy. 72 hour surgical guarantee*.                            | <15kg                                  | £4,900 (£5,900) |
|  | 15kg - 30kg                            | £5,300 (£6,300) |
|  | 30kg - 50kg                            | £5,700 (£6,900) |
|  | >50kg                                  | £6,200 (£7,400) |
| <b>Wobbler distraction fusion</b><br>Initial consultation, MRI & CT, surgery, up to 3 nights hospitalisation & inpatient physiother-   | £7,000 - £9,000                        |                 |
| Neuromuscular disease investigation  | Price                                  |                 |
| <b>Including, EMG/NCV, x-rays &amp; muscle nerve biopsy</b><br>Initial consultation, EMG/NCV, comprehensive blood tests, thoracic and abdominal imaging, muscle nerve biopsy & 24 hours hospitalisation. | £3,000 - £4,000                        |                 |
| <b>EMG</b> (Fixed price)   | £250                                   |                 |
| <b>NCV</b> (Fixed price)   | £320                                   |                 |
| Seizure/vestibular/brain disease investigation   | Price                                  |                 |
| <b>Including MRI</b><br>Initial consultation, MRI, comprehensive blood tests, CSF tap & 24 hours hospitalisation.  | £2,700 - £3,600                        |                 |

\*Cost of all complications relating to the surgery covered for 72 hours post-surgery



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

| Anaemia/thrombocytopenia  | Price                                  |
|---|--|
| <b>Preliminary investigation</b><br>Imaging, bone marrow biopsy & up to 1 unit of blood.  | £2,000 - £3,000                        |
| <b>Acute haematological disease (e.g. collapsed IMHA)</b><br>Imaging, typical treatment, hospitalisation & transfusions.                                      | £2,500 - £6,300                        |
| Nasal Discharge Investigation   | Price (out of hours price in brackets) |
| <b>Nasal discharge investigation</b> (Fixed price)<br>Initial consultation, CT, anaesthesia, rhinoscopy, biopsies, histopathology & 24 hours hospitalisation. | £2,290 (£2,750)                        |
| Respiratory investigation   | Price                                  |
| <b>Respiratory investigation</b><br>Initial consultation, anaesthesia, bronchoscopy, histopathology & 24 hours hospitalisation.                               | £1,900 - £2,700                        |
| Chemotherapy  | Price                                  |
| <b>CHOP Protocol for lymphoma</b><br>Standard CHOP protocol over 19 weeks with no complications.  | £5,500 - £6,800                        |





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

## CARDIOLOGY PRICE GUIDE CONT.

January 2019

| Cardiac surgery/interventions  | Price  |
|--|--------|
| <b>PDA closure - coil</b> (Fixed price)<br>Surgery & typical hospitalisation.  | £4,250 |
| <b>PDA closure - amplatzer plug/ACDO</b> (Fixed price)<br>Surgery & hospitalisation.   | £4,750 |
| <b>Balloon valvuloplasty for pulmonic stenosis</b> (Fixed price)<br>Surgery & typical hospitalisation.                             | £4,750 |
| <b>Implant event recorder</b> (Fixed price)<br>Surgery & typical hospitalisation.  | £1,500 |
| <b>Electrical Cardioversion of Atrial Fibrillation</b> (Fixed price)<br>Procedure, general anaesthetic & 1 nights hospitalisation. | £1,400 |

## PHYSIOTHERAPY & HYDROTHERAPY PRICE GUIDE

January 2019

| Physiotherapy & Hydrotherapy   | Price  |
|--|--------|
| <b>Initial physiotherapy consultation</b><br>Physio & home exercise plan.  | £97.20 |
| <b>Physiotherapy session</b><br>Physio review & home exercise plan review.   | £51.50 |
| <b>Hydrotherapy session</b><br>Session in the under-water treadmill with hydrotherapist assessment.                                      | £39    |
| <b>Physiotherapy modality</b><br>Physio review, home exercise plan review, use of modalities and physio assessment in treadmill.         | £50.40 |
| <b>Set up treatment plan (incl 24hrs initial treatment)</b><br>Physiotherapy assessment, home exercise plan, 3 session of physiotherapy. | £120   |
| <b>physiotherapy in-patient - 24hours - routine</b><br>Min 2 sessions of physiotherapy.  | £59    |
| <b>physiotherapy in-patient - 24hours - intensive / large dog</b><br>Min 2 sessions of physiotherapy.                                    | £99    |
| <b>Shockwave Treatment</b><br>First shockwave treatment must be taken with a physiotherapy consultation.                                 | £92.40 |



## DERMATOLOGY PRICE GUIDE

January 2019

| Consultations   | Price          |
|---|----------------|
| Initial consultation  | £280           |
| Follow-up   | £140           |
| Procedures  | Price          |
| Sample investigation  | £20 - £160     |
| Intradermal allergy skin test<br>Sedation                                     | £350 - £420    |
| Ear flushing<br>Initial consultation, CT, sampling under general anaesthetic. | £1700 - £2,100 |
| Skin biopsy   | £150           |

## DIAGNOSTIC IMAGING PRICE GUIDE

January 2019

| Computed Tomography (CT)                                  | Price           |
|---|-----------------|
| Single area<br>Sedation/anaesthesia and report.           | £950 - £1,200   |
| Additional area   | £210            |
| Contrast (additional to above)                            | £230            |
| Magnetic Resonance Imaging                                | Price           |
| Single area (without contrast)<br>Anaesthesia and report. | £1,900 - £2,300 |
| 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.