

RIVERSIDE VETS



WELCOME

www.riversidevets.co.uk



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24 HOUR EMERGENCY CARE

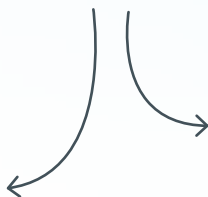
02380 620 607

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app**

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**Riverside
Pet Community**

**Join the Riverside Pet
Community plan today**
All inclusive consultations*
combined with routine
preventative healthcare.



*All inclusive consultations are not included for out of hours appointments.

WELCOME

We would like to take this opportunity to thank you for choosing to register your pet with Riverside Vets.

Our dedicated team of vets, nurses and support staff are totally committed to the care of your pet, as we understand they are part of your family.

We are passionate about what we do and want to help to keep your pet healthy so that you enjoy a long and fulfilling time together. Our aim is to provide excellent advice, care and treatment for your pet within our well established practice and out in the stable yard or field for our equine companions.

TOGETHER IN SICKNESS...

- We provide experienced, high quality medical and surgical care
- Our well trained team has interests and expertise in a wide range of companion animal and equine conditions
- Well equipped to facilitate diagnosis
- We use modern surgical facilities

AND IN HEALTH...

- We offer a structured health program for all ages of dogs, cats and rabbits
- We offer preventative healthcare monitoring
- Advice on vaccination, parasite control, dental care, weight and nutrition, behaviour and training, insurance, and microchipping
- We supply an extensive variety of diets and pet care products

24 HOURS A DAY...

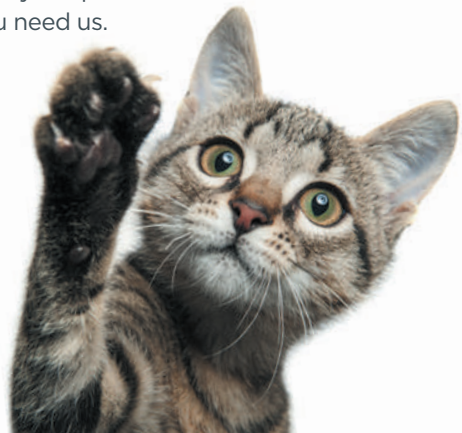
In our own familiar premises, we run our own 24 hour service, with staff that are known to you and your pet. Both day and night we are available should you need us.



Small Animal:
02380 620 607



Equine:
02380 620 605



OUR SERVICES

RECEPTION OPENING HOURS

Monday to Friday: 8am – 7pm

Weekday consultations by appointment

Saturday: 8.30am – 4pm

Saturday consultations by appointment only

Emergencies after 12pm on a Saturday will still incur an emergency out of hours fee.

EMERGENCIES

Outside our normal working hours (as above) we provide our own 24 hour emergency service, using our own staff, for all of our patients. If you have an emergency, you can contact one of our vets on:



Small Animal Emergency:

02380 620 607



Equine Emergency:

02380 620 605

RIVERSIDE PET COMMUNITY (RPC)

Riverside Pet Community is a health plan membership which provides routine preventative healthcare combined with access to unlimited veterinary consultations* for your pet. Monthly payment by direct debit. Please see further details in this brochure or alternatively speak to a member of our team who will be happy to give you further information. RPC is not insurance. We strongly encourage you to take out pet insurance to cover costs of non-routine problems, injury and illness.

IN-PATIENTS

If your pet requires to stay at our premises, please be advised that in-patients are checked routinely, depending on their needs, continuous observation being provided when necessary. If your pet requires constant care, we will discuss further options and costs with you.

HOME VISITS

In most situations, we feel that the best place for the examination is at the practice, where we have full support staff and facilities. However, we do appreciate that there are certain circumstances where home visits are preferable and always try to accommodate this choice. An additional charge is made for this service. Please phone early in the morning if you think you may need a home visit.

NURSE CLINICS

Our nurses offer advice on preventative healthcare, worm, flea and tick control, vaccination, insurance, dental care, microchipping and dietary requirements.

They can help with guidance on training and behaviour and the prevention and treatment of obesity. Nurse clinics are an essential part of our Riverside Pet Community which provides affordable, preventative healthcare for your pet.

PUPPY TRAINING & BEHAVIOUR

Getting a puppy is a huge emotional investment, a pup will massively influence your entire lifestyle, the clothes you wear, the car that you drive, your holidays, your furniture, your home and garden. To have the best start, here at Riverside we highly recommend Nikki Aley at Pawsome Partners.



OPERATIONS

Routine operations take place Monday to Friday and most patients return home the same day. Although all anaesthetics carry a degree of risk, we aim to reduce this risk with tailored anaesthetic protocols and thorough monitoring during surgery and in recovery. We offer all patients pre-anaesthetic blood testing and would advise this in all our senior patients along with intravenous fluid therapy, to help minimise any anaesthetic risk. We will not allow animals to go home until we are satisfied that they are ready to leave. All surgical patients are given appropriate drugs to control pain. Emergency operations take place 24 hours a day, 7 days a week, as required and without delay.

REPEAT PRESCRIPTIONS

Please give us at least 48 hours notice for repeat prescriptions of drugs and food. In accordance with RCVS recommendations all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon and you will be advised when this re-examination is due.

FEES

As there is no NHS for pets, all private veterinary practices are funded by the fees that you pay. We try to make our fees as affordable as possible, and in order to do this fees are payable at the time of consultation or at the time of collection following surgery. To facilitate payment we are happy to accept most credit and debit cards or cash and can take payments by phone, online and via Pets app in advance of treatment. Most fees attract and include VAT.

FAIR PROCESSING NOTICE

We send all our clients the following communications:

- Reminders for appointment, health checks, vaccination and regular administration of healthcare treatments. (Please note we can not take responsibility should any reminder fail to reach you. Please remember to add all your reminders to your diary).
- News information on animal welfare.
- Promotions and the latest related product offers.
- Reviews and surveys.

If you do not wish to receive these communications, please speak to a member of our team. Our privacy notice gives full details of how we process your personal data. The latest version of our privacy policy can be found on our website; www.riversidevets.co.uk. Alternatively, a copy is available on request.

Please remember to let us know if any of your contact details have changed.



RIVERSIDE PET COMMUNITY

Join our 'all inclusive' consultations preventative healthcare plan for cats, dogs and rabbits



Riverside Pet Community has been specifically developed to provide routine preventative healthcare, combined with access to **unlimited veterinary consultations*** whenever your pet may need it.

	DOG Any age, for 12 months	CAT Any age, for 12 months
UNLIMITED vet Consultations*		
UNLIMITED nurse healthcare consultations		
Annual vaccinations**		
Year-round flea and worming treatments		
Seasonal tick prevention		
6 month health check with a nurse		
Nail clipping		
Routine anal gland check		-
Regular weight assessments		
Health programme planning		
15% off routine neutering		
15% off additional vaccines such as kennel cough and rabies		
15% off microchipping		
15% off toys, treats & preventative healthcare products		
10% off routine teeth scale & polish		
10% off lifestyle and prescription food bought in the practice		
10% off out of hours emergency appointments		
Monthly Payment **Vaccinations included: Dogs: Distemper, Hepatitis, Parvovirus, Leptospirosis Cats: Feline Leukaemia, Entiritis, Feline Influenza	STANDARD Up to 40kg £30.00 Giant 40kg and over £43.00	£27.00

*Unlimited veterinary consultations by appointment during normal working hours.

We encourage insurance for unforeseen injury and illness.



	RABBIT Any age, for 12 months Riverside Vet Plan	RABBIT Any age, for 12 months Riverside Pet Community Plan
UNLIMITED vet Consultations*	-	
UNLIMITED nurse healthcare consultations		
Annual vaccinations against VHD1, VHD2 and Myxomatosis		
6 month health check with a nurse		
Nail clipping		
Regular weight assessments		
Health programme planning		
15% off routine neutering		
15% off microchipping		
15% off additional preventative healthcare products		
10% off dentistry	-	
10% off diets		
10% off out of hours emergency appointments		
Monthly Payment	£13.50	£23.50

*Unlimited veterinary consultations by appointment during normal working hours.

Read more about the plan by scanning the QR code below with your mobile device:



or, visit our website
www.riversidevets.co.uk



To join the Riverside Pet Community Plan or the Riverside Vet Plan (for rabbits) please speak with a member of the team.

PREVENTATIVE HEALTHCARE

VACCINATION

Routine vaccination provides protection against life threatening diseases which may be contracted through the environment from unprotected pets. Puppies can be vaccinated from 8 weeks of age and a second vaccination given 2 to 4 weeks later. Kittens can be vaccinated from 9 weeks of age and a second vaccination given 3-4 weeks later. Rabbits can be vaccinated from 5 weeks of age.

FLEA AND WORM CONTROL

We recommend routine flea and worm treatment for all cats and dogs.

Fleas – they breed all year round and particularly like the winter months in our homes when we turn the heating up, therefore it is essential to maintain a good flea control program. Speak with us for further advice on which product to choose.

Worms – Worming for your puppy or kitten can start immediately, it is important to have a worming program in place. Some dog and cat worms are Zoonotic (can be transmitted to humans) so regular worming and picking up dog faeces is essential and hand washing after cleaning litter trays.

MICROCHIPPING

Dogs – microchipping is compulsory in dogs by 8 weeks of age. The breeder should have already had them microchipped & passed on all relevant documentation to you so you can transfer ownership into your details. This must be done as soon as you have taken ownership of your new puppy.

Cats – Microchipping in cats is currently not compulsory but we do highly recommend your kitten is microchipped as soon as possible. It is a one off implant by placing a small rice grain sized microchip under their skin in the neck area.

NUTRITION

There are lots of excellent complete pet foods available. It is essential the correct diet is fed at every stage of your pet's life. Please speak with one of our nurses to discuss choosing the right diet for your pet.

INSURANCE

We strongly support the principle of insuring your pet against unexpected illness and accidents. For further information on insurance please ask a member of our team.

GENERAL CARE

If you would like the nurses to talk about general care, please make an appointment. We can show you what checks you can do at home to ensure your pet is healthy. Such as; what does a healthy mouth look like? Opening your pet's mouth safely (useful for any medication your pet may require and helps with those wormers!) and checking of the eyes, ears, bottom, body and nails. If ever you feel your pet may be unwell, please call us for advice.

TEETH

Just as we do, dogs and cats have teeth which need to be cared for. Dental disease is one of the more common problems we see, and much of the dental work that we perform can be prevented with early care and detection. Dental disease can be uncomfortable, smelly and even painful and can lead to bacteria travelling to other organs in the body which in turn causes problems. We recommend daily tooth brushing always using a pet toothpaste. We stock a complete range of dental products for you to choose from.

NEUTERING

It is surprising how quickly they grow up. Before you know it, they are 6 months old and ready to be castrated or spayed. Ask our team if you have any questions.

PRICE LIST

*INC VAT

	Riverside Pet Community Price	Normal Price
Consultations		
Veterinary consultation	INCLUDED	£55.00
Telephone consultation	INCLUDED	£45.00
Nurse consultation	INCLUDED	£45.00
Vaccinations		
Puppy vaccination course	£84.15	£99.00
Dog booster	INCLUDED	£63.50
Kennel Cough	£53.98	£63.50
Kennel Cough at time of dog booster	£34.00	£40.00
Kitten vaccination course (with FeLV)	£84.15	£99.00
Cat booster (with FeLV)	INCLUDED	£63.50
Rabbit Myxomatosis and VHD1 & VHD2	INCLUDED	£82.00
Neutering		
Bitch spay - small 1-10kg	£269.45	£317.00
Bitch spay - medium 11-20kg	£309.40	£364.00
Bitch spay - large 21-35kg	£365.50	£430.00
Bitch spay - extra large 36-50kg	£437.75	£515.00
Bitch spay - giant 51kg+	£469.20	£552.00
Dog castrate - small < 11kg	£182.75	£215.00
Dog castrate - medium 11-20kg	£215.05	£253.00
Dog castrate - large 21-35kg	£248.20	£292.00
Dog castrate - extra large 36 - 50kg	£283.05	£333.00
Dog castrate - giant 51kg+	£314.50	£370.00
Cat spay (routine)	£106.25	£125.00
Cat castrate	£72.25	£85.00
Rabbit spay	£165.75	£195.00
Rabbit castrate	£124.95	£147.00
Microchips		
Microchip implant dogs, cats and rabbits	£23.38	£27.50
Dental Care		
Cat descale & polish (Nurse) - GA	£153.00	£170.00
Dog descale & polish (Nurse) - GA	£180.00	£200.00
Riverside Pet Community		
	Per Month	
Cat	£27.00	-
Dog up to 40kg	£30.00	-
Dog 40kg+	£43.00	-
Rabbit	£23.50	-

Please note additional fees will apply for laboratory tests, fluid therapy, medications, tooth extractions, bandages, diet and collars if necessary. Wherever possible you will be informed of any additional costs prior to treatment.

Riverside Pet Community is based on a 12 month term and will be automatically renewed on an annual basis. All fees will be calculated at our standard rates should RPC be cancelled. **Prices quoted include VAT at 20%. Prices are correct at time of printing (April 2022). Riverside Vets reserve the right to change prices at any time.**

TERMS AND CONDITIONS

OUR COMMITMENT TO YOU

We will provide a first opinion service to the best of our ability. We will provide you and your pet with our highest standard of care. Where appropriate we may advise referral of your pet to an appropriate centre for specialist opinion including more in-depth investigation and treatment.

FEES

All fees are due for payment at the time of the consultation or when your pet is discharged after an in-house procedure. All fees, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request and will be offered for non-routine procedures.

OTHER FEES

Additional fees apply for indirect veterinary work; administration fees, for example the requirement to complete insurance forms on behalf of our patients, or referral management for the arrangement and management of a referral of our patient to a referrals practice, reporting and drug dispensing fees. These costs are nominal fees for the time taken for these tasks to be performed, as well as any additional time that may be needed for reporting.

METHODS OF PAYMENT

We accept cash, credit or debit cards in practice, by phone, Pets app or secure online payment link. Card credibility maybe checked in advance.

PET HEALTH INSURANCE OR IF THE CLAIM IS REFUSED FOR SETTLEMENT

Please be aware that it is your responsibility to settle your account with us, then reclaim the fees from your insurance company. We will endeavour to assist to reclaim monies from the insurance company by completing an insurance form or by online submission, as promptly as possible. A small administration fee is charged for this. Should you wish for the insurance company to settle with the practice directly for costs greater than £250.00, prior agreement with the practice must be sought. The administration fee and your insurance excess are made payable to Riverside Vets prior to your claim being completed. You remain responsible for all charges not covered by the insurance company, or if the claim is refused settlement.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course. We will endeavour to keep you updated of ongoing treatment costs, for example, if your pet were to require hospitalisation at the practice.

RIVERSIDE PET COMMUNITY

Riverside Pet Community is a monthly membership which will continue until the contract is terminated. All fees due to us will be calculated at our standard rates, should membership be cancelled within a 12 month rolling period from the contract commencement date.

SETTLEMENT TERMS

Should an account not be settled at the time of treatment, an invoice will be sent, requiring prompt payment. If it be necessary for further reminders to be sent, an accounting fee in respect of administration and interest charges will be incurred.

We reserve the right to halt membership benefits of Riverside Pet Community/Riverside Vet Plan if monies are owed, and use any further direct debit payments against the outstanding debt.

Any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum, plus administration costs and interest.

After due notice to you the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in the collection of the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc.

Statutory interest of 8% per annum will be calculated from the due date of the invoices. The legal and non legal costs shall be reimbursed to us for enforcing the claim and collecting the debt including the fees of the debt collecting agency and solicitors, whether legal proceedings are instituted or not.

Any alternative payment arrangements must be sanctioned with management prior to treatment.

COMPLAINTS & STANDARDS

We hope you never have a reason to complain about the standards of service received from our practice. However, should you feel that there is something you wish to bring to our attention, please do so in writing to enquiries@riversidevets.co.uk. We will send you an acknowledgement of your complaint and give you a time frame to expect our reply, this is up to 30 days to allow us the opportunity to investigate the case. Regretfully we cannot investigate complaints made more than 6 months after the event.

All client accounts must be settled in full before a complaint is brought to our attention.

FEEDBACK

We value your feedback on our services. Please do let us know your thoughts so we can continue to improve.

OWNERSHIP OF RECORDS, RADIOGRAPHS AND OTHER DOCUMENTS

The care given to your pet may involve us making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice and will be retained by us. Case history records, radiographs and similar documents are the property of, and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.

VARIATIONS IN TERMS AND CONDITIONS OF BUSINESS

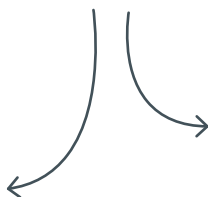
No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by management. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

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