



Independent Vet Practice



Practice Information

24 HOUR EMERGENCY SERVICE

02380 620 607

www.riversidevets.co.uk

Welcome

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 you keep your pet healthy, so that you can 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 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. Both day and night we are available should you need us.



Small Animal:
02380 620 607

Equine:
02380 620 605

Riverside Pet Community

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



pets app

Join us on Petsapp
Chat, book appointments and more.



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

Our Services

Reception Opening Hours

Monday to Friday: 8am – 7pm

Wednesday lunchtime: Reception is closed between 12.30pm and 2pm for staff training

Saturday: 8.30am – 4pm

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

All Consultations are by appointment only



Outside our normal working hours we provide our own 24 hour emergency service, using our own staff, for all of our patients. Contact our small animal vets on **02380 620 607**

Consultations

All veterinary consultations are chargeable. Follow-up consultations may be recommended to evaluate response to treatment. Some conditions require ongoing assessments for management. We have a health plan membership that includes veterinary consultations.

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 by appointment, during normal working hours. Monthly payments are collected 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.



Veterinary fees

Sadly there is no NHS for pets. 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.

Our price list is enclosed. Details of any other fees are available on request. Estimates can be provided for non-routine procedures.

In-patients

If your pet requires a 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.

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 suitably recovered from their procedure to continue their recovery in the comfort of their own home. All surgical patients are given appropriate pain relief tailored to their needs. 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 and food requests. 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.



Written prescriptions

You have the option to purchase medication from alternative sources. The supplier should be registered with the Veterinary Medicine Directive (VMD). We charge a fee for each written prescription. The prescription is sent directly to the supplier following payment. We require an order number when you make your request. Please allow 7 days notice.

Nurse clinics

Our nurses offer advice on preventative healthcare, worm, flea and tick control, vaccination, insurance, dental care, microchipping and dietary requirements. They also offer 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 pre-school, training & behaviour

We offer clients two free puppy pre-school sessions at the practice following puppy's first vaccination, run by Institute of Modern Dog Trainers instead (IMDT) accredited dog trainer Nikki Aley from Pawsome Partners. The sessions provide appropriate socialisation for young puppies; helping them become comfortable visiting the vet practice, as well as the opportunity to look at body language, discuss common puppy problems and develop their confidence.



To book a space, please contact Nikki directly.

Nikki Aley

07413 448 886

nikki@pawsomepartners.co.uk

www.pawsomepartners.co.uk

Dog confidence clinics

We know that for many dogs a trip to the vets can be a stressful experience. Our 4-week confidence clinic is designed to help your dog become more comfortable at the vets by helping them form positive associations. We have introduced these clinics to build the confidence of our more nervous patients and support their owners who can often be just as worried about bringing their pet to the practice. Please call us to book your clinic appointments.

Silver whiskers cat clinics

We understand how different the needs of our feline patients are to those of dogs. Silver whiskers clinics are for all cats over the age of 7 years old. During your appointment, your feline friend will have a full health check, including a blood pressure measurement, with our cat friendly team. We are proud members of the International Cat Care Veterinary Society (formerly ISFM).

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, as availability is limited.

Fair processing notice

We send all our clients the following communications:

Reminders for appointments, health checks, vaccination and regular administration of healthcare treatments. (Please note we cannot 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.

Keeping details up to date

Please remember to let us know if any of your contact details have changed. It is a legal requirement to keep your contact details updated in the microchip database whenever there are changes for dogs, cats and horses.



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 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.

Parasite control

Speak with us for further advice on the products best suited to your pet. We recommend routine parasiticide treatment for dogs and cats.

Fleas can breed year-round, with a particular spike during the winter months when we heat our homes. This makes it crucial to implement a consistent and effective flea control program to keep infestations at bay.

Worming your puppy or kitten should start as soon as possible. Some dog and cat worms can be zoonotic, meaning they can be transmitted to humans. To reduce the risk of transmission, it is essential to regularly worm pets, clean up dog faeces promptly, and practice good hygiene, including hand washing after handling pets and cleaning litter trays.

Ticks can transmit a variety of serious diseases to both you and your pet, including Lyme disease. If left untreated, these illnesses can lead to significant health problems. Contact us to learn more about effective tick prevention strategies for your pets and family.

Microchipping

A microchip is a permanent, simple, safe, and effective way to ensure your pet can be identified and returned home. This is a one-off implant placing a rice grain-sized microchip under their skin in the neck area.

Dogs – Microchipping is compulsory in dogs by 8 weeks of age. The breeder should have already had them microchipped and 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 is compulsory in cats by 20 weeks of age.

You must inform the microchip database of any changes to your contact details.

Nutrition

It is essential the correct complete, balanced diet is fed at every stage of your pet's life. Please speak with us to discuss choosing a suitable diet for your pet.

Insurance

We strongly support the principle of insuring your pet against unexpected illness and accidents.

Please be aware that switching insurance companies can mean previous medical conditions are excluded.

For further information on insurance please ask a member of our team.

General care

If you'd like to discuss general care, please book an appointment with our nurses. They can guide you in performing a full health check at home, including checking your pet's eyes, ears, skin, coat, nails, and overall body condition. We'll also show you how to examine your pet's mouth and safely open it (helpful for administering medication). Regular checks help spot potential issues early, ensuring your pet stays healthy and comfortable. If you notice anything unusual, don't hesitate to contact 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, 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 range of dental products.

Neutering

Kittens can be neutered as early as 4 months old to avoid breeding. Ask our team about the correct timing for your dog to be castrated or spayed, as this varies from 6 months onwards on an individual basis, such as breed and temperament. Contact our clinical team to discuss the correct timing for your dog.

Price list (inc VAT)

	Riverside Pet Community Price	Normal Price
Consultations		
Veterinary consultation	INCLUDED*	£69.50
Telephone consultation	INCLUDED	£55.00
Nurse consultation	INCLUDED	£25.99
Nurse 6 Month Health Check	INCLUDED	£51.98
Silver Whiskers Cat Clinic	INCLUDED	£31.50
Dog Confidence Course (4 sessions)	£67.50	£75.00
Vaccinations		
Puppy vaccination each (a course of 2 required - £125)	£53.13	£62.50
Dog booster	INCLUDED	£79.50
Kennel Cough	£50.00	£79.50
Kennel Cough at time of dog booster	£42.50	£50.00
Kitten vaccination each (a course of 2 required - £125)	£53.13	£62.50
Cat booster	INCLUDED	£79.50
Rabbit Myxomatosis and VHD1 & VHD2	INCLUDED	£95.50
Neutering (dog and cat neutering costs include pain management, collar and recovery food)		
Bitch spay - Under 30kg	£382.50	£450.00
Bitch spay - Over 30kg	£552.50	£650.00
Note - Additional charge for mature dogs over 6 years	+£100	+£100
Dog castrate - Under 30kg	£297.50	£350.00
Dog castrate - Over 30kg	£382.50	£450.00
Cat spay (routine)	£123.25	£145.00
Cat castrate	£97.75	£115.00
Rabbit spay	£182.96	£215.25
Rabbit castrate	£138.34	£162.75
Microchips		
Microchip implant dogs, cats and rabbits	INCLUDED	£32.50
Dental Care		
Cat dental x-rays, chart & scale (Nurse) under GA	£315.00	£350.00
Dog chart & scale (Nurse) under GA	£360.00	£400.00
Other Common Charges		
Written prescription per medicine	£22.50	£22.50
Insurance administration fee	INCLUDED†	£22.50
Riverside Pet Community Per Month		
Cat	£31.50	-
Dog up to 40kg	£36.75	-
Dog 40kg+	£48.50	-
Rabbit	£25.50	-

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 (November 2025). Riverside Vets reserve the right to change prices at any time.**

* UNLIMITED veterinary consultations by appointment during normal working hours.

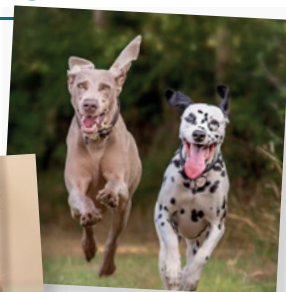
† Insurance administration fee included for claims exceeding £250.

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

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 parasite control tailored to your pet and family's lifestyle		
Microchipping		
6 month health check with a nurse		
Nail clipping		
Routine anal gland check		-
Silver Whiskers Cat Clinic - annual blood pressure check	-	
15% off routine neutering		
15% off additional vaccines such as kennel cough and rabies		
15% off toys, treats & preventative healthcare products		
10% off routine teeth scale		
10% off lifestyle and prescription food bought in the practice		
10% off out of hours emergency appointments		
Insurance administration fee [†]		
Monthly payment **Vaccinations included: Dogs: Distemper, Hepatitis, Parvovirus, Leptospirosis Cats: Feline Leukaemia, Entiritis, Feline Influenza	Standard Up to 40kg £36.75 Giant 40kg and over £48.50	£31.50



	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		
Fly prevention product included		
Nail clipping		
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		
Insurance administration fee†		
Monthly payment	£15.50	£25.50



Scan to visit our
website to join online



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



* UNLIMITED veterinary consultations by appointment during normal working hours.

† Insurance administration fee included for claims exceeding £250.

We encourage insurance for unforeseen injury and illness.

Terms and conditions

Important document please read carefully



Payment Terms

- **Fees:**

These are chargeable each time you see a vet or nurse and they must be paid for at the time of each consultation. A re-examination is a chargeable consultation.

- **Treatment fees:**

If your pet has diagnostic tests, medical, surgical or other treatments the bill must be settled in full prior to the collection of your pet.

- **In-patient interim payments:**

If your pet is not insured and requires hospitalisation for long-term diagnostic tests, medical treatments, surgery, or other procedures, we ask that you settle the account in instalments of £500, or the initial estimated cost. These interim payments will help manage the cost of care as treatment progresses. Full payment is required before your pet is collected. For certain procedures, such as a caesarean section, full payment is required in advance.

- **Insured pets:**

Please provide insurance policy details prior to, or on the day of your appointment. Please be aware it is your responsibility to settle our account in full and then reclaim the costs from the insurance company. We process the claim and may require you to fill in your details and sign a form or initiate the claim online. An administration charge will apply for each insurance claim submission.

- **Medication:**

If your pet requires medication it must be paid for in full at the time of collection.

- **Clients agents:**

Please ensure that the person collecting your pet is able to comply with the above payment requirements.

- **Out of hours work:**

Should your pet require emergency out of hours treatment all of the above categories apply.

- **Inability to pay and financial considerations:**

If you are unable to meet the estimated treatment costs, we will provide emergency first aid and pain relief to your pet. Thereafter, we will discuss options with you to find the best solution for their care. Our priority is your pet's well-being. If further treatment is not financially feasible –whether through personal funds, family, friends, charities, crowdfunding, or financing – humane euthanasia may be considered to prevent unnecessary suffering. Please note that all treatment provided will remain payable.



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.

Veterinary costs

Our fees are determined by our professional and business costs, 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. Most fees attract and include VAT.

Additional fees may apply for indirect veterinary services, such as administration fees for completing insurance forms on behalf of our patients. Other costs may include management of referrals to specialist practices, reporting, and drug dispensing fees. These charges cover the time spent by both support staff and the veterinary surgeon in performing these tasks.

Estimates of treatment costs

We can provide a written estimate for non-routine procedures upon request, outlining the likely costs of treatment. Please note, any estimate is an approximation, as a pet's condition may not follow a conventional course. We will make every effort to keep you informed of any changes to the cost of ongoing treatment, such as if your pet requires hospitalisation.

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 and payment taken in advance of treatment.

Settlement terms

An invoice will be issued for any outstanding fees, which must be paid promptly. If additional reminders are necessary, an accounting fee for administration and interest charges will be applied.

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 payment not honoured, or any cash tendered that is found to be counterfeit will result in the 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.

Pet Health Insurance: Prior agreement for direct claims and claim denial procedures

Please note that it is your responsibility to settle your account with us directly and then reclaim the fees from your insurance company. We will make every effort to assist you with this process, including completing an insurance form or submitting a claim online, as promptly as possible. An insurance administration fee will apply for this service.

If you would like the insurance company to settle the invoice directly with the practice for amounts exceeding £250, prior approval from the practice is required for each claim. In accordance with our terms the insurance administration fee, along with any applicable excess, must be paid.

You remain responsible for any charges not covered by your insurance, including cases where a claim is contested, payment is delayed, or the insurance company denies settlement. Payment will be due in accordance with our settlement terms.

Riverside Pet Community (RPC)

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. No fees will be refunded in the case of unused products or services. Unlimited veterinary consultations are by appointment, during normal working hours only. Insurance administration fee included for claims exceeding £250.

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.

Pharmaceuticals

All pets receiving repeat prescription medications must undergo regular assessments and re-examinations by a veterinary surgeon to ensure they remain under professional care and meet regulatory requirements. A charge will apply for each re-examination to prescribe further treatment.



Emergency Service

Riverside Vets provides 24-hour emergency service. There is a surcharge for services outside our normal working hours.

Feedback

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

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 3 months after the event. All client accounts must be settled in full before a complaint is brought to our attention.

Ownership of records, radiographs and other documents

As part of the care we provide to your pet, we may conduct specific investigations, such as taking radiographs or performing ultrasound scans. While we charge for these services, including the interpretation of results, the ownership of the resulting records remains with the practice. Case history records, radiographs, and similar documents are the property of the practice and will be retained by us. Upon request, we will provide copies of these records, along with a summary of your pet's medical history, to another veterinary surgeon taking over the case. Please note that we reserve the right to charge for providing copies in certain situations where additional costs are incurred.

pets app

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Chat, book appointments
and much more.



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All inclusive consultations*
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Eastleigh, Hampshire SO50 6AJ



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