

Terms of Service

Stroud Road Veterinary Surgery is an independent, family owned business. Registered with the Royal College of Veterinary Surgeons, No. 7417595 Registered office 365a Stroud Road, Tuffley, Gloucester, GL4 0DA. VAT registration number is 376 9836 29 .

Our Services

The Practice conforms to the Royal College of Veterinary Surgeons (RCVS) Practice Standards and all of our veterinary surgeons and veterinary nurses are suitably qualified and are subject to the RCVS Code of Professional Conduct.

Opening Hours

Monday to Friday 9am – 6:30pm Saturday 9am – 12pm
Consultation times are displayed on our website

Consultation Charges (as of July 2025)

Consultation 1 (Initial)	£48.00	Consultation 2 (Re-visit)	£40.00
Consultation 3 (Check up)	£28.00	Consultation (Small animal)	£25.00

24 Hour Emergency Cover

In accordance with the rules of The Royal College of Veterinary Surgeons (RCVS) we offer a full 24-hour emergency service. This service is provided by **Wood Veterinary Group, 125 Bristol Road, Quedgeley, Gloucester, GL2 4NB. (01452 543990).**

If you have an emergency, call our surgery number (01452 757000) and you will be directed to the out of hours service. The charge to be seen at Wood Vet Group before midnight is £266.56 and after midnight is £354.54 (as of Oct 2024).

Consent

We will always obtain your consent before undertaking any procedure or treatment and require you to sign and date our consent form (hereinafter referred to as “Consent Form”). The vets and/or vet nurses will discuss possible treatment options before you give consent. In exceptional circumstances, our veterinary staff may need to provide emergency treatment or additional care. In the event that emergency treatment is required, practice staff will take all reasonable steps to obtain your prior consent, but you acknowledge and consent that we are authorised to take all such steps as the veterinary staff reasonably believe are necessary to promote the welfare of your animal, and that you will be responsible for the costs incurred in taking such steps, whether or not your consent has been obtained. We will of course provide you with full details of the treatment provided as soon as is reasonably possible.

Overnight Care

We are not a registered hospital, but in the event that an animal requires treatment overnight, we will either hospitalise at our surgery where a vet or nurse will check periodically through the night or, in the event that intensive care is required, Wood Vet Group will admit the pet for overnight care.

Second Opinions and Specialist Referrals

Whilst most general surgery and treatments can be performed at the surgery, there are some appropriate specialist treatments that can only be carried out by referral Vets. In the case of referral, your permission will be sought to share your data with the referral vet.

Should you feel that you would like a second opinion on your pet's welfare or condition, please speak to a member of the team. We are happy to arrange a second opinion with either another vet within our practice, or by referral to a specialist. Any treatment will be charged by the referral vet.

Prescriptions

Prescriptions are available from Stroud Road Vets. You may obtain prescription only medicines, Category V (hereinafter referred to as "POM-Vs") from the Practice or ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy. We can only prescribe POM-Vs for animals under our care that have been recently examined.

Animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case, this is to ensure that the medication and dose are still appropriate. We require at least two working days' notice for any requests for a repeat or written prescription. However, we will always endeavour to process these as quickly as possible. The re-examination interval will vary between clinical cases. The standard charge for a re-examination is £40.00 (as of July 2025). Further information on the prices of medicines is available on request.

Written Prescriptions to be fulfilled by another practice or an on-line pharmacy are available from this practice for a fee of £24.00 per medicine. These prescriptions will be emailed directly to your on-line pharmacy (in line with RCVS recommendations).

We are unable to refund or exchange any medication that has left the premises. If you need help in safely disposing of unused medication please ask a member of the team.

Off licence medication

In certain circumstances, where no suitable alternative exists, it may be appropriate for our veterinary surgeons to prescribe medication for your pet which has not been licensed for veterinary use. This may include the use of drugs in one animal species which are licensed in another or some human medications which are not available in veterinary form. Use of our

services expressly allows for this use following discussion with a veterinary surgeon. When dispensing off licence medication we will ask you to sign a consent form.

Estimates

Estimates are provided verbally either at the time of booking the appointment or during the consultation itself for all surgical, dental and investigative procedures. Written estimates are available on request. All estimates provided are only approximate and the final fee could be higher or lower depending on complications during treatment, how the patient responds to the treatment and if medication is required post operatively. We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate provided. Prices for consultations and elective surgical procedures are available on our website.

Home visits

In most cases your pet will receive more comprehensive treatment if it is brought into the surgery where we have the equipment, facilities and staff necessary to treat them. However, there are some cases when it may be preferable to provide treatment at your home. We endeavour to come out to your home at your convenience but we ask that you call the surgery in the morning so we can arrange this around other duties. There is an additional charge for a home visit. You will be provided with an estimate of fees when booking a visit. The cost of a home visit depends on the distance from the practice.

Cancellations

Late cancellations and missed appointments can have a huge impact on the service we offer. Missed appointments can delay urgent care of sick pets and put our team under a lot of pressure.

If you cannot make an arranged appointment please give us notice as soon as possible (preferably with 24hrs notice), this will ensure appointments are free for other patients.

Repeatedly missing appointments or late cancellations will result in you being charged in advance of future bookings.

Payment Terms

We are providing private veterinary health care. The fees you pay reflect the investment we make in caring for your pet along with funding the services, medications, facilities and staff expertise, allowing us to give the best possible care for your pets. Professional fees vary according to the time spent on a case, and the level of expertise required of the staff looking after your pet.

All charges made in respect of fees, the cost of drugs or food/diets are subject to V.A.T. at the current rate (20%). Fee levels are determined by the amount of time spent on the case,

the requirement for specific diagnostic testing and according to any drugs, materials and consumables used. A full itemised invoice detailing any charges made will be provided on request for any consultation, surgical procedure, or transaction made with us.

When registering with our practice, you agree to ensure Payment is made at the time of treatment by debit/credit card, BACS transfer or cash. Please note that we cannot accept cheques. We are not authorised by the Financial Conduct Authority (FCA) to provide credit terms or payment plans.

Any direct payments through a Pet insurance company must be agreed with a partner and pre-authorised before treatment occurs. You are liable for any amount not covered by the Insurance policy this will be paid at time of treatment.

Please note that if a pet is registered with our practice we will assume that any person (over the age of 18) other than the registered pet owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and to incur costs for which the registered pet owner will be liable.

Debt Recovery Charges

In the event of non-payment of any invoice in its entirety within the required period, further administrative and debt recovery charges may be applied to your account and referral to Debt Recovery can take place forthwith.

Please note that upon referral to a debt recovery agency of our choice, you will incur additional fees potentially up to a maximum sum of £150. You agree to reimburse us of all debt recovery charges we incur in the pursuit of recovering the debt due to the additional correspondence, phone calls, reports, administration costs and other debt recovery actions.

You contractually agree to pay these additional debt recovery sums and interest as a result of your non-payment under the agreed payment terms.

If the account remains in arrears 30 days after referral to the debt recovery agency, we reserve the right to commence legal proceedings. You agree that you will be liable for any additional debt recovery costs thereafter as well as legal costs. You agree to be liable for our legal costs on an indemnity basis in addition to the principal sum and interest.

We reserve the right to not undertake any further commercial dealings while the debt is outstanding and we can suspend the provision of any further goods and/or services until the outstanding sum is paid in full. Please note county court judgments can impact your credit rating.

Interest will be applied at 8% above the Bank of England base rate.

Insurance Claims

If your pet is insured, we will complete the administration required free of charge once your account is settled in full. We endeavour to complete insurance claim administration within 4 working days of receipt.

At the discretion of the Practice, a direct claim to your insurer may be offered. This will be subject to a written agreement from your insurer and consultation with ourselves.

Client confidentiality

The veterinary surgeon/client relationship is founded on trust, and in normal circumstances we will not disclose to any third party any information about a client or their animal(s) given by the client.

Investigation of your pet's health may involve, for example, taking radiographs or performing ultrasound scan. Whilst we make a charge for performing and interpreting these investigations, ownership of the record remains with Stroud Road Vets Case records including radiographic and other images and similar documents are the property of, and will be retained by, Stroud Road Vets in the interests of animal welfare and for our own protection.

At the request of a client we will provide copies of relevant clinical records, including any clinical records that have been acquired from another practice.

As part of our ongoing commitment to the development of the veterinary profession, from time to time the Practice may share anonymised data with research groups and institutions.

Formal Complaints

If you wish to raise a formal complaint. Please contact the manager Jot Stevenson at the surgery in the first instance. Your complaint will be investigated fully and will be responded to within 5 working days. If you are not satisfied with the response, we request a formal letter/email be sent to the practice manager, Joanne Stevenson at admin@stroudroadvets.co.uk. The complaint will be reviewed and responded to accordingly.

Beyond this, if you think your concern is for The Royal College of Veterinary Surgeons (RCVS), you can contact them via their Veterinary Client Mediation Service on 0345 040 5834 or email enquiries@vetmediation.co.uk

Your Data

Our Practice Management System complies with GDPR legislation, we do not share your data with any other business unless we have your express written permission to do so (e.g.

for clinical referrals, insurance purposes). We will ask permission to contact you via telephone/text or email when you register, you may change these permissions at any time.

Your details will be used to identify your pet in a clinical setting (i.e. for laboratory samples, vaccine reminders etc.)

We reserve the right to share your data should we need to employ a debt recovery agency to pursue you for unpaid bills.

Reviewed August 2025

- Please note that fees shown in this document are subject to change.