



Caring for your pet as if they were our own

Terms & Conditions of Business

Darwin Veterinary Centre warmly welcomes you to our dedicated small animal practice, where friendly and professional veterinary surgeons and registered veterinary nurses ensure the highest level of veterinary care and client service. We are a 3 vet, family-run practice situated in the heart of Biggin Hill, in extensively extended and refurbished premises. We are RCVS Accredited at Tier 2 – the highest level available to a General Practice – are regularly nominated for 'Practice of the Year', and are very proud to have been awarded the ISFM's 'Gold Standard' Cat-Friendly Practice Accreditation.

We offer unusually long, **15 minute consultations** as standard, with same day appointments, and have a private car park immediately outside the practice for your convenience. We are always at the end of a phone if you have any concerns about your pet, but also have a website, Facebook page and publish our own Newsletters several times a year. We always love to hear your thoughts and comments about the practice.

Sonya, our Practice Principal, and her husband Richard purchased the practice in 2002, and since then have concentrated on extensively extending and renovating the practice to provide state of the art facilities and equipment. This allows us to offer a comprehensive and compassionate service for a wide range of companion animals.

Facilities

We provide excellent facilities and services, which enable us to identify symptoms, diagnose accurately and treat effectively. We are proud of our practice, and always happy to arrange an appointment for you to see 'behind the scenes'. Just ask any member of staff if you would like a tour of the practice.

Consultation Rooms	Provide a calming and private environment, to discuss the health concerns of your pet and perform an initial examination.
Separate Canine & Feline Wards	Provide comfort, safety and a reassuring environment for your pet whilst they are away from home.
Operating Theatre	We have a modern, fully-equipped, sterile theatre for a comprehensive range of routine and emergency procedures.
Digital X-ray Suite	The latest technology provides images on screen within 30 seconds!
Ultrasound	State of the art ultrasonography gives images of the body in real-time, to aid non-invasive diagnosis. Echocardiography to assess heart function is routinely performed at the practice, negating the need for time-consuming journeys to referral centres.
Dental Facilities	We have a comprehensive dental care programme, offering state of the art on-site digital dental x-rays and high-tech ultrasonic scale and polishing systems.
In-house Lab	A dedicated on-site lab equipped to perform a wide range of tests for rapid results and diagnosis.



2 Haig Road, Biggin Hill, Kent, TN16 3LJ

Tel: 01959 541153 Fax: 01959 572629



Opening Hours

Our friendly staff are here to help and we are open all day between the hours of:

Monday – Friday	8.30 am – 6.30 pm
Saturday	8.30 am – 12.30 pm

Consultations with the vets and nurses are by appointment.

Nurse Clinics

All our nursing staff are fully-qualified, registered veterinary nurses, which means they have studied for a minimum of two years to pass the stringent nursing exams, and like our vets, conduct many hours of Continued Professional Development each year. This professionalism brings a wealth of expertise and knowledge to help with every aspect of pet care and health. The nurses run clinics on weekdays, many of which are run free of charge or at reduced rates. Whatever your query, or whatever assistance you or your pet may need, our nursing team are here to help.

Accessibility

A full access statement, detailing all aspects of accessing the practice, may be viewed on our webpage (www.darwinvets.com). However, should you have any queries, or require any assistance, please don't hesitate to contact Sonya directly – she'll be only too pleased to help. Our staff are always happy to assist you and your pet to and from your vehicle, and are happy to tailor our service around any restricted ability.

Prescriptions

We stock a vast range of medications in our pharmacy and should we not have what you need, can order most products for next working day delivery. We can only prescribe for animals in our care, which depending upon which medication your pet may need, means that we legally need to check your pet's health every 3 – 6 months. Written prescriptions may also be ordered as an alternative to medication being supplied by the practice – current costs are available on request. We politely request 24 hours notice for all prescriptions.

Insurance

Modern veterinary medicine now enables us to diagnose and treat a wide and ever-growing range of conditions. In the absence of an NHS for our pets, it is important to be aware that some conditions may require expensive procedures and treatments. To avoid financial concerns at a time when your pet may be unwell, we strongly recommend **life-long** pet insurance. There are many policies available and they vary greatly, so please read them thoroughly to see exactly what is included. If you'd like further information, please ask for a copy of our pet insurance advice handout, or visit our webpage at www.darwinvets.com.

Fees and Costs

We kindly ask that all fees be paid on completion of the consultation, upon discharge of your pet after treatment, or on collection of medication or diets; we accept cash, major credit and debit cards, and cheques by prior arrangement. However, if payment is a problem for you, please let us know prior to the commencement of your pet's treatment or when ordering supplies. If you would like details of pet charities who offer support with veterinary care, please ask any member of staff at the time of consultation, and we will do our best to help you. We are always happy to provide an estimate of costs upon request.

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Second Opinions and Referrals

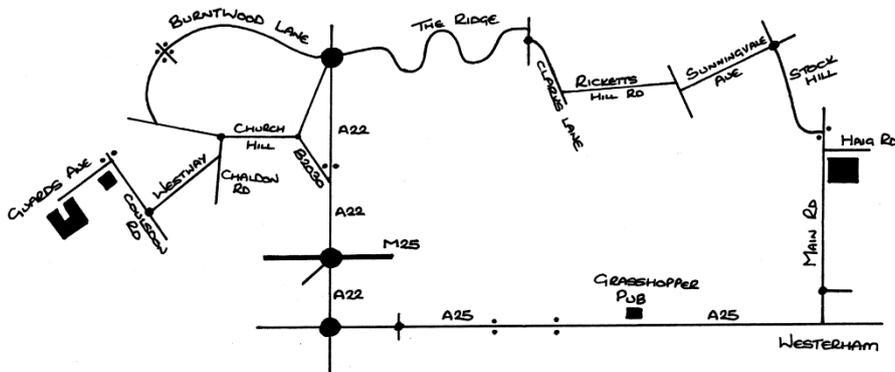
We are always happy to see animals for second opinions, but can only do so after receiving all of your pet's clinical records from their previous vets. We have a good working relationship with many locally-based specialist, and should their expertise be required, can arrange a referral for your pet to be seen by a RCVS-recognised expert.

House Visits and Out of Hours Care

House visits can be arranged for week days by contacting the practice with 48 hr notice. However, we are generally able to treat your pet more effectively at our surgery, as home treatment may be restricted due to limited medical supplies or equipment. Emergency house visits can be made when circumstances dictate.

We have vets and nurses here to help you on site whenever the practice is open, and who, during this time, provide constant monitoring and care of any in-patients that are hospitalised. We are happy to monitor your pet's progress overnight, but do not have staff on site all night, so checks are performed by qualified clinical staff as necessary. If you would like your pet to have constant supervision overnight during the hours we are closed we can arrange this with our specialist out-of-hours service – see details below.

Because accidents and sudden illness can occur when you are least expecting them, we also have a dedicated 'out of hours' service of experienced vets and nurses based in Caterham, who offer first class care for your pet whenever we are closed. To access this service, just call our usual practice number and follow the instructions. Although an emergency consultation out of normal hours may cost more, typically about £150, it's great to know that there is a dedicated vet and nurse just a phone call away, 24/7, should your pet need emergency treatment.



Vets Now Caterham

Vets Now Emergency Ltd,
Guards Avenue,
Coulsdon Road,
Caterham,
CR3 5ZD

Confidentiality

We know that a successful relationship between owner and veterinary surgeon is built on confidentiality and trust. We will always treat the information and data you give us in strict confidence, and not release any information without your express permission. Confidentiality will only be broken in exceptional circumstances and only then when this can be fully justified in the public interest or by law, e.g. if a criminal offence has been committed or if an animal has a notifiable disease. We are always happy to provide you with a full copy of the records we hold for your pet; please do not hesitate to request a copy.

Feedback

At Darwin Veterinary Centre we try to offer all clients and patients the best possible care at all times, and most of the time we succeed. We appreciate that from time to time, the service that we provide may fall short of both our client's expectations, and of the service level that we wish to provide. Should this occur, we are keen to know, so that measures may be put in place to continually improve our service to you. Practice Principal, Sonya

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Miller-Smith, welcomes all feedback about our practice, by phone, in writing or by appointment, and should you wish, will contact you within 24 hours.

For more information on any aspect of Darwin Veterinary Centre please do not hesitate to contact the Practice Principal, Sonya Miller-Smith, on 01959 541153 at any time. We are here to help you nurture and care for your pet in any way we can - *caring for your pet as if they were our own.*

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