

## Client Information, Terms and Conditions Issued «Document\_Date»

### Your Client Information

Client ID      «ContactId»      Registration Expiry date      «EligibilityDate»

### Your PDSA Pet Hospital Information

**Ilford PDSA Pet Clinic  
Woodford Bridge Road  
Woodford  
Ilford  
IG4 5PS  
020 8550 6644**

### Opening times

All consultations are by appointment only; you can call us or visit [www.pdsa.org.uk/callback](http://www.pdsa.org.uk/callback) to request an appointment.

Monday	<b>8.30am – 8pm</b>
Tuesday	<b>8.30am – 8pm</b>
Wednesday	<b>8.30am – 8pm</b>
Thursday	<b>8.30am – 8pm</b>
Friday	<b>8.30am – 8pm</b>
Saturday	<b>9am – 12 noon</b>
Sunday	<b>Closed</b>

### Out of hours

We are available for emergencies outside of normal working hours. Please always call ahead (using your usual hospital number) so we can assess your pets needs and give you instructions on what to do next.

Should your pet require emergency treatment, your night-time out of hours emergency service is provided by:

**Vets4Pets Romford\***  
**Rom Valley Way Retail Park**  
**Romford**  
**RM7 0AN**  
**020 8550 6644**

\*Vets4Pets provide a high-quality emergency and critical care for our patients at night. They may provide the initial emergency treatment for your pet, or we may ask you to transport

your pet to their emergency hospital if your pet is an inpatient with us and requires ongoing care. The cost of this emergency treatment varies, depending on whether you have registered your pet to use our free or low-cost service.

**Our service provision:** PDSA provides a free and low-cost veterinary service for eligible pet owners. We offer treatment for cats, dogs, small furries (such as rabbits, guinea pigs, hamsters etc.) and small cage birds. All pets receiving PDSA care must be permanently living in the same household as the registered owner. Subject to terms in this document, you may be able to access the following services:

- **Free service provision:** If you are eligible for our free service, PDSA will aim to fund veterinary treatment for one of your pets. All health care, except for preventive treatment (described below) is included within this service. If you wish to bring any other pets to PDSA for their veterinary treatment, you may be able to access our low-cost service.
- **Low-cost service provision:** If you are eligible for our low-cost service, PDSA will aim to provide you with veterinary treatment at a discounted rate. You may be able to access this service for any pets that live in your household.

Each time your pet receives treatment, we will ask that you contribute as much as you can towards the cost.

**Nominating your free pet:** If you are eligible for our free service, you will be asked to nominate a free pet when you register. Once your pet is nominated, they will remain so for his/her lifetime, subject to your continuing registration and eligibility.

**Registration:** Your registration will last 12 months. Each time your registration expires, we will ask to see proof that you are still eligible for PDSA service provisions. PDSA will consider that you are an existing client of PDSA and will retain responsibility for veterinary care for your pets if you have completed the registration process within the last 3 years. Your registration does not have to have been maintained constantly during that period, however, if your registration has lapsed at any point, we will always ask you to prove eligibility again before you can renew your registration.

If it is more than 3 years since you last completed your registration at PDSA we will not automatically assume that you are an existing client and there may be circumstances or service restrictions (which will be stated on our website) that mean you will be unable to re-register for a time, even if you are still eligible. If this is the case, you will need to contact an alternative vet practice. You can find a list of vets local to you at [findavet.rcvs.org.uk](http://findavet.rcvs.org.uk)

**Appointments:** We provide both face to face and telephone appointments for registered clients. The type of appointment you are allocated will be based upon your pet's needs at the

time. Wherever possible, we ask that you (the registered owner) attend appointments with your pets (this applies to both face to face and telephone appointments). If you are unable to do so, on a short- or long-term basis please speak to a member of our team.

**Using more than one veterinary practice:** For the safety of your pet, please let one of our team know if your pet has received treatment from another veterinary practice in the last 6 months.

**Charges and Payments:** You will need to pay for any chargeable services at the time of treatment. Where necessary, we will provide you with an estimate of likely costs and do our best to make this as accurate as possible. If during the course of your pet's treatment, we feel that costs may significantly exceed the estimate we have given, we will contact you to discuss this in more detail. If you are struggling to pay a bill that we provide then please let us know. We understand that sometimes veterinary costs can be unexpected, and we will try to help you by discussing payment options wherever possible.

**Preventive care:** We strongly recommend that you provide your pets with preventive health care. This includes neutering, microchipping, regular vaccinations, flea, and worm treatment. PDSA provides preventive services at an affordable cost, and we will always ask for payment before a procedure takes place. There may be times where PDSA must prioritise the emergency care of pets over offering a preventative service, and therefore preventative care may be temporarily unavailable (this will be stated on our website).

**Our stance on breeding:** As a charity, PDSA needs to make sure its limited resources are dedicated to providing the service for pet owners in-need, and are not inappropriately used for preventable, breeding-related conditions. PDSA will not be able to support you to breed from your pet. If you do wish to breed from your pet, please make suitable arrangements with a private practice. Should you bring your pets to PDSA for treatment for breeding-related conditions, the treatment of breeding related conditions is chargeable, and you will be at risk of having access to our veterinary services removed for all your pets.

**Breed Specific Legislation:** Certain dog breeds and breed types are subject to 'Breed Specific Legislation' and should follow certain rules and recommendations when in public. Please let one of the team know prior to attending any appointments whether you believe your pet to be subject to breed specific legislation, and we will advise how PDSA will support you to comply with this and support you through your visit.

**In patient care:** During normal working hours, our vets, nurses, and animal / vet care assistants will care for your pet. Out of hours, we make appropriate arrangements in order to care for your pet.

**Medication prescriptions:** Prescriptions are available from PDSA. If your pet is prescribed medication by one of our vets, you have the choice to obtain it from your PDSA hospital, or you can ask for a written prescription and obtain it from another veterinary practice or a pharmacy. If your pet needs their repeat prescription re-issuing, it is likely they will need to have a check-up every six months, but this may vary. Check-up consultations are free of charge for clients who access our free service and approximately £20 for clients who access our low-cost service. Prescriptions are usually not appropriate for inpatients or pets in need of immediate treatment. If you would like more information about prescriptions or the cost of our medications, please talk to one of our team.

**Referrals and redirection:** We aim to provide a range of treatment options that are appropriate for a charity to deliver and are similar to those available at other local veterinary practices. However, if you wish to access, or your pet would benefit from, a treatment that we do not offer we will discuss this with you and redirect you to a private veterinary practice or refer you to a specialist practice if you wish. Unfortunately, PDSA is not able to cover the costs of referral or redirection treatments. If you are unable to afford such treatment we will try, where possible, to suggest a suitable alternative.

**Second opinions:** You are always free to seek a second opinion from another veterinary practice. If you wish to do so, please speak to a member of our team so that we can help by sharing your pets' clinical records to your chosen private veterinary practice. Please be aware, PDSA will not cover the costs of second opinions.

**Clinical records:** If you would like a copy of your pets' clinical records, please speak to a member of our team who can provide these for you.

**Student Placements:** PDSA Pet Hospitals support the training of veterinary surgeons, veterinary nurses, and veterinary care assistants within our hospitals. Students from Universities and Colleges across the UK may undertake training placements within our pet hospitals, and as such, some minor treatments, minor procedures, or the care of your pet may be performed by a student under the appropriate supervision of a Veterinary Surgeon. We will inform you and request your consent as appropriate to the situation.

**Your safety:** Our waiting rooms can become very busy and are often filled with a variety of pets and people (including children). Whilst in the waiting room, cats, rabbits and small furies should be secured in a basket or carry case, and dogs should be kept on a lead.

Please always keep your children and pets under your supervision, do not let them approach other people's pets or stand / jump on the seating. Many pets feel uneasy when examined in a consulting room and are more likely to behave unpredictably. Please ask for assistance from the vet or nurse in handling your pet in the consulting room if you have any concerns. If you believe your pet could pose a risk to other people / pets whilst at the Pet Hospital, please inform a member of our team before bringing your pet into the building.

**Photography and Filming in our Pet Hospitals:** We do not allow live or recorded photography, filming, or audio recording within our Pet Hospitals without prior, written permission. This includes our premises, members of staff, members of the public or pets. If you need to take photos, film, or take an audio recording during your appointment for private use (e.g. to help remember veterinary advice given) please speak to a member of staff for permission. If you take photos, film, or record audio without permission, or share items taken for private use publicly (such as on social media), you risk having access to our veterinary services removed for all of your pets.

**Feedback and complaints:** If you have any feedback or complaints regarding any aspect of our service provision and/or the service you receive at a PDSA Pet Hospital please speak to our Client Services Manager.

**Appropriate Behaviour:** We have a zero-tolerance policy towards verbal or physical abuse and threatening behaviour towards our staff and volunteers. This includes activity within the premises, over the phone and on public platforms (e.g. social media). Breach of the policy will be reported to the relevant authorities and may lead to you having access to our veterinary services removed for all your pets.

**Prices:** PDSA reserves the right to change the price list or discounts at any time.  
**Withdrawal or change of services:** PDSA has the right to withdraw, remove or change its service provision at any time.

**Using your personal information:** PDSA will never exchange or sell your information to another organisation for their own marketing purposes. As Data Controller PDSA will collect and use your personal information when you use or access our services, visit our websites, or help with our income generating activities. We only collect and use personal information necessary to fund and deliver our charitable veterinary services, and to conduct our associated legitimate business purposes such as direct marketing, business administration, and financial control. This may include talking to you about fundraising (such as appeals, competitions, commercial trading activities, events, or sponsorships) and volunteering opportunities, or about pet insurance and animal welfare issues. In order to provide you with the best possible experience we will also use your personal information to

help us decide what you may like to hear about and to personalise our communications and services.

We need to be able to use your personal information to deliver our veterinary services and tell you more about our range of products and services that may be of benefit to you and your pets. We may need to use your personal information for the prevention of fraud, to identify the misuse of our services, or for debt recovery. And occasionally we may need to share your personal information with our service providers (for example for Pet Microchipping services), or where we are legally obliged to do so.

Based on the services you use, or support that you give, we will retain your personal information for a reasonable period of time. For more details on how we use and retain your personal information, your data protection rights, or to contact our Data Protection Officer please refer to our full privacy policy <http://www.pdsa.org.uk/privacy-policy> or call us to request your own copy. If you would like to opt out of our marketing and fundraising communications, simply call our friendly customer services team on 0300 3737 225 to tell us your contact preferences.

**Protecting your pet's data:** As a result of treating hundreds of thousands of pets every year through our forty-nine hospitals and clinics, PDSA records a large amount of clinical information. From time to time, we use this to monitor and develop our service, but it can also be invaluable in providing clinical data that will help the veterinary profession to monitor disease incidence and further develop veterinary science.

We may use or share clinical data with third parties e.g. Universities, with whom we have a data sharing agreement in place, but only after ensuring that all client personal information has been removed.