



Veterinary charter

In order to best help your pet, we have outlined how we can work together effectively.

Our commitments to you

High clinical standards:

You can expect that our hospitals will be clean, well maintained and presented. Our teams are always developing their skills to provide top quality vet care.

Fair and non-judgemental:

We're here to help you and your pet, whatever your circumstances or background. We won't judge you and will treat you fairly. We want you to feel welcome and part of our community.

Professional service:

Our friendly team will treat you and your pet with the utmost respect. We'll listen to what you say, make you feel comfortable, and always aim to keep our appointments running on time.

Transparent:

We promise to keep you fully up-to-date about how your pet is doing, whether they are with us for a short or long term stay. We will always keep you involved in the decision-making process if your pet needs treatment.

Compassion:

We treat all pets as if they are our own. Our teams promise to show compassion and kindness to you and your pet throughout your journey with us



In return we ask

Trust our advice:

Like you, we want what's best for your pet and will give you our honest and professional advice. Following our advice at home is vital to their wellbeing.

Be respectful:

Our teams are here to help you and your pet. Please speak to them as you would like to be spoken to. We will not tolerate verbal or physical abuse.

Understand our limitations:

Because we are funded by donations from the public, we are unable to do some high cost or specialist treatments. We will always tell you about other vets who are able to help you.

Support us:

The cost of veterinary care increases every year and at the same time our income has substantially reduced. Our charges for reduced cost pets will still be lower than a private veterinary practice and will ensure that we are able to keep our doors open and continue to provide valuable and high-quality vet care to you and your pet. Please support us by paying your balance, and if you are a free of charge client by making a contribution to your pet's treatment.

Spread the word:

If you know anyone in crisis who needs support for their pet, please let them know about us. Telling people about our work also increases our profile, helping raise more funds to continue helping pets for years to come.

For further information please contact:

0300 790 9903

bluecross.org.uk