Terms & Conditions of business

The Sidings Veterinary Surgery aims to provide high quality veterinary health care for your pets. We invest in modern facilities and skilled staff to benefit our clients and their pets. We always strive to improve the service we offer and welcome feedback. Please contact admin@thesidingsvets.co.uk or speak to a member of our team.

1. We provide a 24 hour service for your pets, supported by our partner practice, The George Veterinary Hospital who provides our out of hours emergency care. Out of hours care is not contracted out to a third-party provider.

2. Clients are required to settle their accounts after each consultation. All operation and hospitalisation fees must be paid at the time you collect your pet. Estimates can be provided if requested. If your pet is insured, we ask that payment be made to us in full by you, and you reclaim any insured amount from your insurance company. Payment can be made by cash or debit/credit card.

3. We reserve the right to pass details of any unpaid accounts to any third party debt collector to whom we may assign the debt and all rights without restriction.

4. If your account is not settled, we reserve the right to ask you to find an alternative veterinary practice to treat your animal. You will be informed by letter and given one week to do so.

5. By completing our registration form, you agree that we may search information from the Electoral Roll and any credit reference agency. In the event of your account being unpaid, relevant details may be shared with any such agency. Any information supplied, may be used for debt tracing and fraud prevention.

6. The Sidings Veterinary Surgery is the data controller of our clients' data. All personal data held is handled in accordance with the 1998 Data Protection Act (updated to comply with the EU's GDPR, effective from 25 May 2018). The lawful basis for processing a client's data is for the provision of our veterinary services. A copy of our privacy notice is available on the website.