



WELCOME

www.riversidevetsequine.co.uk



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24 HOUR EMERGENCY CARE

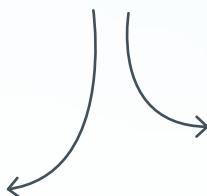
02380 620 605

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**Riverside Equine
Community**

**Join the Riverside
Equine Community today**

All inclusive* Visits and
Consultations combined with
routine preventative healthcare.



*All inclusive visits and consultations are not included for out of hours appointments

WELCOME

We would like to take this opportunity to thank you for choosing to register your horse with Riverside Vets.

Our dedicated team of vets, nurses and support staff are totally committed to the care of your horse, as we understand they are a part of your family.

We are passionate about what we do and want to help to keep your horse healthy so that you enjoy a long and fulfilling time together. Our aim is to provide excellent advice, care and treatment for your horse within our well-established practice and out in the stable yard or field.

TOGETHER IN SICKNESS...

- We provide experienced, high quality medical care
- Our well trained equine team has interests and expertise in a wide range of equine conditions
- Well equipped to facilitate diagnosis

AND IN HEALTH...

- We offer a structured health program for all ages of horses
- We offer preventative healthcare monitoring
- Advise on vaccination, parasite control, dental care, microchipping, weight and nutrition
- Horse export certificates

24 HOURS A DAY...

We run a 24 hour service

Both day and night we are available should you need us



02380 620 605



OUR SERVICES

RECEPTION OPENING HOURS

Monday to Friday: 8am – 7pm

ROUTINE VISITS

Monday to Friday: 9am - 5pm
Saturday, subject to availability: 9am - 2pm

****Emergency call out fee is applied outside of our normal working hours**

EMERGENCIES

****Outside our normal working hours, we provide a 24 hour emergency service. If you have an emergency, you can contact one of our vets on: 02380 620 605**

RIVERSIDE EQUINE COMMUNITY (REC)

Riverside Equine Community is a health plan membership which provides comprehensive preventative healthcare with access to *unlimited veterinary visits and consultations for your horse. Monthly payment by direct debit. Please see further details in this brochure or alternatively please speak to a member of our team who will be happy to give you further information. REC is not insurance. We strongly encourage you to take out horse insurance to cover costs of non-routine injury and illness.

REPEAT PRESCRIPTIONS

Please give us at least 48 hours' notice for repeat prescriptions. In accordance with RCVS recommendations all horses receiving prescription medicines need to be regularly re-examined by a veterinary surgeon and you will be advised when this re-examination is due.

FEES

As there is no NHS for horses, all private veterinary practices are funded by the fees that you pay. We try to make our fees as affordable as possible; in order to do this, fees are payable at the time of consultation. To facilitate payment we are happy to accept cash, credit or debit cards and can take payments by phone, online and via Pets App in advance of treatment. Most fees attract and include VAT.

FAIR PROCESSING NOTICE

We send all our clients the following communications:

- Reminders for health checks, vaccination and regular administration of healthcare treatments. Please note we can not take responsibility should any reminder fail to reach you. Remember to add all your reminders to your diary.
- News information on animal welfare.
- Promotions and the latest related product offers.
- Reviews and surveys.

If you do not wish to receive these communications, please speak to a member of our team. Our privacy notice gives full details of how we process your personal data. The latest version of our privacy policy can be found on our website; www.riversidevetsequine.co.uk. Alternatively, a copy is available on request.

Please remember to let us know if any of your contact details have changed.



RIVERSIDE EQUINE COMMUNITY

Join our all inclusive visits, consultations and preventative healthcare plan.

Riverside Equine Community has been specifically developed to provide routine preventative healthcare, combined with access to **unlimited visits* and consultations**** whenever your horse may need us.



	HORSE Any age, for 12 months
Unlimited Horse Visits*	U
Unlimited Horse Consultations*/**	U
Annual Influenza and Tetanus vaccination	U
Twice yearly EHV vaccination	U
One Equisal tapeworm test	U
Two Faecal worm egg counts	U
Annual dental rasp including sedation	U
10% off of any additional Vaccinations	U
10% off of any additional dental rasping	U
10% off of Sedation (for routine work, dentistry, farrier, physio & clipping)	U
Monthly Payment	£68.00

* Unlimited visits and consultations by appointment during normal working hours.

** Any treatment required at the time of consultation will be charged at our standard rate.

We encourage insurance for unforeseen injury and illness.



PREVENTATIVE HEALTHCARE

VACCINATION

Influenza and Tetanus routine vaccination provides protection against life-threatening infectious diseases. Horses can be vaccinated from 5 months of age with a second dose 4-6 weeks later followed by a third dose 6 months after the second. Thereafter we recommend a booster within 365 days. Please contact individual equine organisations to ensure you meet their current vaccine requirements.

EHV - Can be given from 5 months of age, two doses 4-6 weeks apart then a 6 monthly booster.

WORM CONTROL

At Riverside Vets we run an intelligent worm programme. We tailor treatments to your horse's individual circumstances and aim to avoid the unnecessary use of chemical wormers.

MICROCHIPPING

It is compulsory that all horses, ponies, and donkeys are microchipped.

DENTISTRY

This should be done routinely to ensure good oral health. This enables early detection of pathology and maintenance of a well-balanced chewing surface.

INSURANCE

We strongly support the principle of insuring your horse against unexpected illness and accidents. For further information on insurance please ask a member of our team.

HORSE PASSPORTS

All equines kept in the UK must have a recognised equine passport. Your horse's passport must be present at each and every Veterinary examination. They must be signed out of the food chain to receive many veterinary medications.



RIVERSIDE VETS EQUINE MISSION STATEMENT

Here at Riverside Vets Equine, we provide exceptional levels of care to you and your horse, with in-depth on-yard investigations and treatment plans tailor-made to each individual's needs and circumstances.

Your horse is cared for with a holistic approach where emotional as well as physical wellness underpins clinical decision making, as well as respecting the five freedoms of good animal welfare.

We love that you and your horse come to us as a team and are passionate about finding the best solutions possible to your problems.

We enjoy working closely with other members of your horse's team (farriers, physiotherapists, equine dental technicians, nutritionists) to achieve the best results.

We constantly undergo continuing professional development and strive to be the best we can be so your horse can benefit from new and complex techniques and technologies.

Above all we love getting to know you and your horse. To share in the good times as well as be here for you in the bad. We understand that it's never a great day for you both when you need to call the vet and aim to make the experience as stress-free and enjoyable as possible.



TERMS AND CONDITIONS

OUR COMMITMENT TO YOU

We will provide a first opinion service to the best of our ability. We will provide you and your horse with our highest standard of care. Where appropriate we may advise referral of your horse to an appropriate centre for specialist opinion including more in-depth investigation and treatment.

FEES

All fees are due for payment at the time of the consultation. All fees and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials and consumables used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request and will be offered for non-routine procedures.

OTHER FEES

Additional fees apply for indirect veterinary work; administration fees, for example the requirement to complete insurance forms on behalf of our patients, or referral management for the arrangement and management of a referral of our patient to a referrals practice, reporting and drug dispensing fees. These costs are nominal fees for the time taken for these tasks to be performed, as well as any additional time that may be needed for reporting.

METHODS OF PAYMENT

We accept cash, credit or debit cards in practice, by phone, Pets App or secure online payment link. Card credibility may be checked in advance.

HORSE INSURANCE OR IF THE CLAIM IS REFUSED FOR SETTLEMENT

Please be aware that it is your responsibility to settle your account with us, then reclaim the fees from your insurance company. We will endeavour to assist to reclaim monies from the insurance company by completing an insurance form or by online submission, as promptly as possible. A small administration fee is charged for this. Should you wish for the insurance company to settle with the practice directly for costs greater than £250.00, prior agreement with the practice must be sought. The administration fee and your insurance excess are made payable to Riverside Vets prior to your claim being completed. You remain responsible for all charges not covered by the insurance company, or if the claim is refused settlement.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a horse's illness will not follow a conventional course. We will endeavour to keep you updated of ongoing treatment costs.

RIVERSIDE EQUINE COMMUNITY

Riverside Equine Community is a monthly membership which will continue until the contract is terminated. All fees due to us will be calculated at our standard rates, should membership be cancelled within a 12 month rolling period from the contract commencement date.

SETTLEMENT TERMS

Should an account not be settled at the time of treatment, an invoice will be sent, requiring prompt payment. If it be necessary for further reminders to be sent, an accounting fee in respect of administration and interest charges will be incurred.

We reserve the right to halt membership benefits of Riverside Equine Community if monies are owed, and use any further direct debit payments against the outstanding debt. Any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum, plus administration costs and interest.

After due notice to you the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in the collection of the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc.

Statutory interest of 8% per annum will be calculated from the due date of the invoices. The legal and non legal costs shall be reimbursed to us for enforcing the claim and collecting the debt including the fees of the debt collecting agency and solicitors, whether legal proceedings are instituted or not.

Any alternative payment arrangements must be sanctioned with management prior to treatment.

COMPLAINTS & STANDARDS

We hope you never have a reason to complain about the standards of service received from our practice. However, should you feel that there is something you wish to bring to our attention, please do so in writing to enquiries@riversidevets.co.uk. We will send you an acknowledgement of your complaint and give you a time frame to expect our reply, this is up to 30 days to allow us the opportunity to investigate the case. Regretfully we cannot investigate complaints made more than 6 months after the event.

All client accounts must be settled in full before a complaint is brought to our attention.

FEEDBACK

We value your feedback on our services. Please do let us know your thoughts so we can continue to improve.

OWNERSHIP OF RECORDS, RADIOGRAPHS AND OTHER DOCUMENTS

The care given to your horse may involve us making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice and will be retained by us. Case history records, radiographs and similar documents are the property of, and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.

VARIATIONS IN TERMS AND CONDITIONS OF BUSINESS

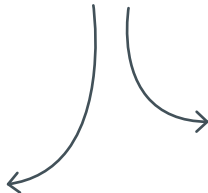
No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by management. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

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2 Scotter Road
Bishopstoke
Eastleigh
Hampshire
SO50 6AJ

Tel: **02380 620 605**
Email: enquiries@riversidevets.co.uk

24hr Emergency Service Available

www.riversidevetsequine.co.uk

*All inclusive Visits and consultations are
not included for out of hours appointments