

We would like to take this opportunity to thank you for joining the Aireworth Vets family. Our friendly team are dedicated to the care of your pets and we aim to provide the highest standard of service. We understand how important your pet is to you and we will treat them as part of our family too.

The team at Aireworth Vets aim to provide the best possible care for our patients and their owners. We believe this is achieved through dedication, conscientiousness, compassion and teamwork, equally applied to patients, owners and fellow team members.

Although we have the facilities available to help us provide the best service possible, our greatest strength is our committed team of veterinary surgeons, qualified nurses, trainees and support team members.

RCVS Practice Standards Scheme

In 2005 The Royal College of Veterinary Surgeons started a scheme whereby veterinary practices could choose to be independently inspected and accredited. This inspection and accreditation process is continual and is designed to reassure members of the public that the veterinary practice they have chosen for their pet maintains high standards of service and cleanliness and conforms to all relevant UK regulations.

We are proud to say that Aireworth Vets has achieved the RCVS status. Please ask at our reception if you would like any more information.

For more details on the scheme please visit:
www.rcvs.org.uk/practice-standards-scheme.



Aireworth Vets employ a team of 10 veterinary surgeons, supported by a team of registered veterinary nurses, student veterinary nurses, animal nursing assistants, receptionists and administrative team members. Our aim is always to provide the best possible care for your pets by promoting preventative health care, offering advice on responsible pet ownership and discussing all the options available to you if your pet is unwell and in need of surgical or medical treatment.

Our Practice offers the following services and facilities to our patients:

- Separate dog and cat wards plus waiting areas
- Isolation facilities, for infectious disease cases
- Digital radiography (X-ray) suite
- CT Scans
- Ultrasonography and echocardiography
- Laboratory and microscopy facilities to examine urine, faeces, blood and skin samples
- Dedicated operating theatre monitors for anaesthetised patients
- Laparoscopic surgery
- Rigid and flexible endoscopy
- Dentistry including dental radiography
- Modern, safe gas anaesthesia
- Oxygen cage
- Out of hours service
- Blood pressure monitoring
- ECG equipment
- Home visits
- Preventative pet health plan
- Text, email and post reminders

Nursing team

Aireworth Vets are an accredited veterinary nurse training practice. Student veterinary nurses work alongside our qualified team and attend an external college regularly, to attain the qualifications necessary to become an RVN (Registered Veterinary Nurse). To maintain this qualification, our RVNs must continue their professional development and training throughout their careers.

Our nurses can provide advice about the following: Worming and flea control, dental checks and tooth brushing, weight management, nutrition, basic training, neutering, pre-and post-surgery clinics, nail clips, anal gland expression, behavioural advice and consultations... and much more!

Aireworth Vets

Aireworth Road, Keighley,
West Yorkshire BD21 4DJ

Monday to Friday 8.00am - 8.00pm

Saturday 8.30am - 4.30pm

Sunday 10.30am - 3.30pm

Tel: 01535 602988

Consultations are by appointment only. See our website for further details, up to date news, topical advice and directions to our Practice.

Overnight care of in-patients

Any patient requiring overnight care at Aireworth Vets has the benefit of 24-hour nursing care with a nurse staying on-site throughout the night to perform checks and administer any medication that the patient may need. In-patients are checked regularly between 8pm and 8am according to their specific overnight needs. Our practice has at least one vet on site during normal consulting hours and an on-call vet is always available to assist with in patient care outside of our normal opening hours.

Our teams schedule handover periods at both the start and end of their shifts for a complete discussion of cases and to ensure clarity on the treatment being provided.

Please ask for further information about our overnight arrangements and associated charges.

Our aim is to offer the highest possible level of client care and veterinary service in the area, delivered by a highly trained team in modern well-equipped premises, whilst always acting in the best interest of our patients.

Comments and suggestions

We are always happy to receive comments on the service that we have provided you and suggestions on how to improve it in the future. Please speak to whomever this may concern, or preferably email your comments/suggestions to practice.manager@aireworthvets.co.uk

Complaints and standards

However, should you have concerns, please speak initially to the veterinary surgeon or to a senior member of our nursing team. It should be possible to resolve most problems at this level.

More serious complaints must be addressed in writing to our practice manager Gill Tansey - practice.manager@aireworthvets.co.uk

We will not tolerate any aggressive, or abusive behaviour to any team member, at any time. Any client behaving in such a way will be asked to leave the premises immediately and will then be notified in writing that they must find an alternative veterinary practice.



If you are concerned about your pet and have an emergency between the hours of 8am and 8pm then please phone the practice and our team will assist you. Our emergency consultation fee is £79.20.

We have also partnered with Vets Now to ensure you have a dedicated emergency service during the hours we are closed. If you need support between the hours of 8pm and 8am you can contact them directly on:

Vets Now Bradford, 1 Lorne Street, Bradford, BD4 7PS

Tel: 01274 398728

Pet Health Plan

Our Pet Health Plan is the simple and convenient way to look after your pet's health whilst saving money. A healthy, happy pet needs lots of care and attention including vaccinations, wormers, flea and tick treatments and regular check-ups. By spreading the cost of essential treatments for your dog or cat with monthly instalments, our Pet Health Plan makes pet care more affordable.

Pet insurance

Many companies now offer pet insurance, so shopping around for the best quote is advisable. Bear in mind the very important differences between a time restricted twelve-month policy, a value restricted condition policy and an unrestricted life policy when comparing quotes.

Remember that payment for consultations and treatment is always expected at the time. All invoices are itemised to show the cost of services, medications and sundries used. Estimates will be given for anticipated operations and in-patient care, but please ask if it is not clear. Separate administration fees will apply and additional charges may arise if unforeseen complications occur. We will endeavour to contact you at the earliest opportunity if this is the case. Please ensure that we always have all your current contact details and speak to our reception team if they need updating.

We appreciate that the cost of veterinary care for your pet can be considerable. To ensure we provide the best possible facilities for your pet, we need to invest continually in our facilities and equipment and the training of our vet and nursing teams. The range of medications that are available to us to treat your pets is constantly expanding, with many of the new, advanced medicines being substantially more expensive than older ones. We now have medicines to treat problems considered untreatable a few years ago. Please bear potential veterinary costs in mind when a new pet joins your household.

Consultation - £45.60

Repeat Medicine Check - £41.50

Nurse Consultation - £23.94

Puppy Vaccination Course - £61.50

Dog Booster Vaccination - £47.00

Kennel Cough Vaccine - £41.00

Kitten Vaccination Course - £70.00

Cat Booster Vaccination - £51.00

Cat Castrate - £72.00

Cat Spay - £99.75

Dog Castrate (depending on weight) - £157 - £264

Bitch Spay (depending on weight) - £230 - £315

Nurse weight checks - Free

Nurse 3 monthly dental hygiene checks - Free

Nurse flea and worming consultations - Free

Vet and Nurse post operative checks - Free

Aireworth Vets are happy to see second opinions from other veterinary practices. However, it is professional etiquette that we contact your previous vets for the clinical history up to that point. For this reason, we will ask for your previous vet's details so that we may obtain relevant notes prior to our first examination. It is imperative that clients co-operate with us in this matter as without this information, we may choose a medication that might interact with one previously used, causing adverse reactions for your pet. We would also not want to unnecessarily repeat diagnostic tests (e.g. X-rays) where the patient has already had these performed.

We are aware that some of our clients may wish to seek a second opinion at another veterinary practice from time to time. We are happy to forward all relevant clinical notes, X-ray images and laboratory test results directly to the instructed vet. There is no charge for this service.

Clients may on occasion wish to read the clinical notes pertaining to their pet. We are happy for any client to make an appointment at the practice to view the relevant notes with a member of our team on hand to help interpret the medical abbreviations used.

Client and patient information will not be released to any third party without the prior consent of the client.

There are occasions when our veterinary team will advise a client to attend a specialist centre for a referral appointment. Some medical and surgical conditions are beyond our expertise as general practitioner vets and necessitate referral to specialists in an area of expertise. We will help arrange these appointments and organise directions, clinical notes, laboratory results, radiographs and a referral letter.

We respect your privacy and are committed to protecting your personal data.

How we use your personal data

For our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

- The welfare of your pets is our priority, that's why we'll use your personal details to let you know when your pet is due vaccinations and to remind you about flea and worming, as well as appointment and health check reminders, practice updates/pet care advice and for reviews and surveys.
- Where we need to perform the contract for the delivery of veterinary services we are about to enter into or have entered into with you, this includes sending clinical history along with your contact details to referral services for further treatment of your pet. We will let you know if this is necessary.
- Where we need to comply with a legal or regulatory obligation.
- We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need for your pet(s), or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

Your legal rights

Request access. Request correction. Request erasure. Object to processing. Request restriction of processing. Request the transfer. Withdraw consent at any time.

Controller - Aireworth Vets is the controller and responsible for your personal data.

Contact details: 01535 602988

Data Protection Compliance Officer

Amanda Egan: VetPartners Limited, Spitfire House, Aviator Court YO30 4UZ.
Our full Privacy Notice can be found on our website at [aireworthvets.co.uk](https://www.aireworthvets.co.uk)

Our Practice Terms & Conditions – Information Sheet

Thank you for entrusting the care and attention of your pet to Aireworth Vets. This document provides information about our Practice Terms and Conditions. You can find our full Practice Terms and Conditions on our website at aireworthvets.co.uk or pick up a copy in our Practice. By registering your pet/pets with us you agree that you have read and understood our full Practice Terms and Conditions and are happy to be bound by them, so please do ask if you require clarification of any aspect of them.

FEE LEVELS

We will pass on changes in the rate of VAT. All of our prices include VAT. If the rate of VAT changes between your order date and the date we supply the services and/or products, we will adjust the rate of VAT that you pay, unless you have already paid for the services and/or products in full before the change in the rate of VAT takes effect.

What happens if we get the price wrong? It is always possible that, despite our best efforts, some of the services and/or products we sell may be incorrectly priced. Where the services' or products' correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order.

PAYMENT TERMS

When you must pay and how you must pay. We may accept payment by cash, credit, and debit card, or, where we expressly agree in writing, by bank transfer in full and cleared funds to a bank account nominated in writing by us. When you must pay depends on what product you are buying:

For services, you must pay:

Before or when we provide them; or

Where we expressly agree in writing to provide an invoice in relation to the services, following receipt of an invoice from us

For **medicines and/or products containing a hygiene seal**, you must pay before or when you collect such products

For **products** not including medicines and/or products containing a hygiene seal, you must pay:

Before or when you collect them; or

Where we expressly agree in writing to provide an invoice in relation to the relevant products, following receipt of an invoice from us

We can charge interest if you pay late. If you do not make any payments to us by any invoice due date, we may charge interest to you on the overdue amount at the rate of four percent (4%) a year above the Bank of England's base rate (or four percent (4%) a year for any period when that base rate is below 0%). This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount.

What to do if you think an invoice is wrong? If you think an invoice is wrong, please contact us promptly to let us know. Once the dispute is resolved we may charge you interest on correctly invoiced sums from the original due date.

INABILITY TO PAY

What if you can't pay? If, for any reason, you are unable to pay for any services and/or products pursuant to these terms, please discuss the matter with a member of our team as soon as possible and before any treatment or services take place or the collection of any products.

ANIMAL INSURANCE

Direct claims. If you settle an animal insurance claim directly with your insurer, this does not transfer liability for fees incurred to us. If at any point an insurer refuses payment for a direct claim, you will still be fully liable to all costs incurred. The insurance policy is a private agreement between you and your insurer. We cannot be involved in disputes over non-payment of insurance claims. We allow 30 days from completion of an insurance claim form to receiving settlement. Should the insurer not settle within that time period, we may still require you to settle the outstanding fees you owe to us.

VACCINATION REMINDERS

It is your responsibility to check your animal's vaccinations are up-to-date.

Whilst we may make reasonable efforts to send out reminders for vaccination, it is your responsibility to keep your animal's vaccinations, including those required to obtain and/or maintain pet passports or travel documentation, up to date. If you delay or fail to do so, and this causes us to restart a course of vaccinations, you will be responsible for any costs that are incurred.

PHARMACEUTICALS

Our services and products. We are a provider of professional veterinary medical services. All of our services and/or products comply with applicable laws and any regulatory requirements.

MEDICINES

A veterinary surgeon may prescribe prescription-only medicines for animals under their care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any prescription for medicine(s) that may be prescribed for your animal(s) and agree to pay all such fees to us. You are requested to give us at least three (3) business days' notice for repeat prescriptions.

We cannot refund the cost of returned medicines. Unused medicines should be returned to us for safe disposal and we will charge for such disposal in accordance with our Practice Terms and Conditions.

EMERGENCY COVER

Emergencies. We will exercise reasonable efforts to expediently meet the needs of your animal should an emergency arise outside of the Typical Consulting Hours that you can see within the pack. This may, where appropriate, include us sourcing out of hours care from third parties. Where out of hours services are provided by a third party, those services will be subject to separate terms between you and that third-party provider.

If you require veterinary assistance or guidance outside of our Typical Consulting Hours, call us and you will be directed to our Out of Hours services. Where we provide any Out of Hours services, you agree to pay us the relevant Out of Hours Initial Consultation Fee and applicable Visit Fee and/or surcharge mentioned at the beginning of these terms (including those calculated at the Out of Hours Hourly Rate). Additional charges will be incurred in respect of any further treatment.

OWNERSHIP OF RECORDS

Records. We may carry out investigations on your animal. If we do so we will own the resulting records at all times. You may view your animal's clinical notes on request, and will be charged accordingly. Copies of our records may be passed on, by request, to another veterinary surgeon should the need arise.

COMPLAINTS AND STANDARDS

If you want to make a complaint. We hope to ensure that you never have recourse to complain about the standards of service you receive from us. However, if there is something you wish to raise, please contact a member of our team, who will address your concerns and escalate it internally as is appropriate. If you are not satisfied with the outcome of this process you should direct your comments within twenty-eight (28) days in writing, to the address indicated on our website. An acknowledgment will be sent by return and then a period will elapse while the case is investigated, and reports are collated from our team members involved. A reply in writing will follow, usually within twenty-eight (28) days, although the period may be longer if our manager or the team members involved are temporarily unavailable or delayed.

Standards. We will not tolerate any aggressive or abusive behaviour towards any team member, consultant, student, other contractor or individual, or any of our clients, whether at our premises during a site visit, online, on social media, or otherwise.

Please note this document is provided for information purposes only. It does not form the basis of any contract between you and us. For our full Practice Terms and Conditions please go to our website at: aireworthvets.co.uk, or pick up a copy in our Practice.