

PRACTICE INFORMATION



OFFICE HOURS

The clinic is open between 8.30am-5.00pm Monday to Friday. At all other times one of our own equine vets will be available for emergency calls, and the phone will be answered by one of our veterinary nurses at the clinic, this ensures direct access to your horse's clinical records. Just dial the usual telephone number 02380 845586 or (02380 841424 out of hours) and you will get through to one of our equine team. We try to avoid routine work at weekends to allow for a more rapid response to emergencies.

ARRANGING VISITS AND APPOINTMENTS

Routine calls can be arranged by telephoning the clinic during normal office hours. Please take note of our ZONAL VISIT SCHEME where we offer visits for pre-booked routine work such as vaccinations and dentistry on a particular week day free of charge. For more information/conditions see the free zone visit sheet/map.

ZONAL VISITS need to be pre-booked in advance. Please contact the practice between 3 and 5pm the day before your visit and you will be given an appointment time within a 30 minute time frame.

Should an emergency occur and the vet be delayed, we will do all that we can to contact you to advise you of this.

When requesting visits, please help us by providing accurate contact details and mobile numbers so that you can be reached easily, should the need arise.

EMERGENCIES

In an emergency, please call 02380845586 or if out of hours 02380841424. We provide our own emergency service, which ensures minimal delay and complete access to your horse's medical records.

When requesting an emergency visit it is helpful if you provide the following details: owner's name, location of the horse, brief details of the emergency and full contact numbers.

Our staff are fully trained and understand the stress of an emergency situation. Please help them to get a vet to you as soon as possible.

TELEPHONE ADVICE

There may not be someone immediately available but if not our equine receptionist will take the details and a

vet will call you back when free. This may be later in the day so, if your query is urgent, please advise our staff at the time.

PAYMENT

Accounts are processed every 14 days and payment is requested within 14 days of the date of the invoice. Payments can be made in cash, by cheque, debit and major credit cards (although American Express cannot be taken). Credit card payments can be taken over the telephone.

If your horse is insured, then please notify the insurance company as soon as possible and pass on the claim form to us for completion. You need not wait until the end of a course of treatment to make a claim: this enables the insurers to reimburse your outlay as you go along. Check the small print of your policy to check what is and is not covered.

Prompt payment of your account enables us to keep our charges as competitive as possible. Failure to settle your account within the required time will result in administrative surcharges.

Delivering first-class veterinary care to the New Forest since 1923

SEADOWN EQUINE CLINIC | FROST LANE | HYTHE | SOUTHAMPTON SO45 3NG
TEL: 023 8084 5586 | EMERGENCY TEL: 023 8084 1424 | EMAIL: EQUINE@SEADOWNVETS.CO.UK