

We strive to provide a high level of care to our clients and their pets out of hours. To enable the vets to continue providing this high level of care in a sustainable manner, we now use a dedicated out of hours emergency service run by Vets Now, but still located here at Endell Veterinary Group, 49 Endless Street, Salisbury. This means that vets are available who only work nights, weekends and Bank Holidays so that we can continue to provide the best possible service out of hours.

To access this service if you require assistance outside of normal working hours, all you need to do is to telephone our usual telephone number, **01722 333291**, just as you have always done.

Payment

When using the emergency Vets Now service, please note that the emergency out of hours fee, together with the emergency consultation fee, are payable at the time your pet is seen. Further fees incurred through ongoing treatment, hospitalisation and diagnostics will be payable to Endell Veterinary Group and will be due when your pet is discharged from the practice.

Vets Now Fee List

Out of hours fee before 11pm	£82.83
Out of hours fee after 11pm	£113.11
Consultation fee	£35.33

House Visits

Vets Now cover the out of hours emergencies for all practices in the Salisbury area and need to be on-site at all times to attend to emergency cases. In the unusual event of a house visit being deemed necessary, another member of the Vets Now team needs to be called in so that other emergencies are not left without a vet. A house visit fee therefore incurs an additional surcharge of £291.06 including VAT to cover both the costs of the travel and time and the cost of bringing in extra staff.

Prices correct as of March 2010

Vets Now operates between the hours of:-

- Monday 7pm to Tuesday 8.30am
- Tuesday 7pm to Wednesday 8.30am
- Wednesday 7pm to Thursday 8.30am
- Thursday 7pm to Friday 8.30am
- Friday 7pm to Saturday 8.30am
- Saturday 1pm to Monday 8.30am

And all Public Holidays.



Endell Veterinary Group
49 Endless Street
Salisbury
Wiltshire
SP1 3UH

Tel: 01722 333291

www.endellveterinarygroup.co.uk



Vets Now Ltd
Penguin House
Castle Riggs
Dunfermline
KY11 8SG

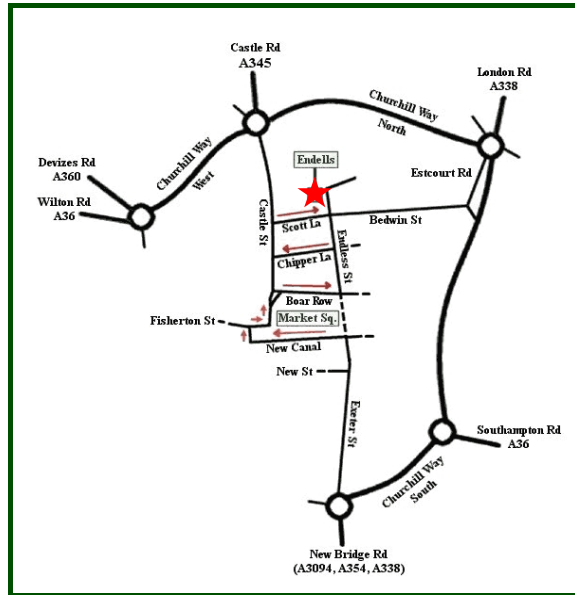
Telephone Numbers:

01383 620064
(Head Office)

01722 238079
(Salisbury clinic at Endell Veterinary Group)

www.vets-now.com

How to find Endell Veterinary Group:



xlvets
Excellence in Practice

March 2010



Small Animal Department

Quick Reference Guide
*to Emergencies at Nights, Weekends
and Bank Holidays*



Endell Veterinary Group

49 Endless Street, Salisbury, Wiltshire, SP1 3UH

Tel: 01722-333291 Fax: 01722-338778

www.endellveterinarygroup.co.uk