



Cinque Ports Veterinary Associates



Highlands Surgery, Ashford Road, Tenterden, Kent TN30 6LX Tel: 01580 763309
Springfield Surgery, Cranbrook Road, Hawkhurst, Kent TN18 5EE: 01580 752187
Rye Veterinary Surgery, Cinque Ports Square, Rye, East Sussex TN31 7AN Tel: 01797 222265
The Veterinary Surgery, Station Road, Lydd, Kent TN29 9ED Tel: 01797 321771
Kingsnorth Veterinary Centre, Ashford Road, Kingsnorth, Kent TN23 3EA Tel: 01233 640022
Wye Veterinary Surgery, 5a Oxenturn Road, Wye, Ashford, Kent TN25 5BH Tel: 01233 813003

Welcome to our practice

Dear New Client

As a new client of our Veterinary Practice, we would like to extend a warm welcome to you and take this opportunity to thank you for using our Practice. We hope that this will be the beginning of a long-term relationship between you, your pets and our Practice. We have included some information about ourselves that may be of interest to you, and if you have any questions regarding the Practice or your pet's health care, then please feel free to give us a call. Please also refer to our regularly up-dated website for all the latest information about our **6 small animal surgeries and equine clinics**.

<http://www.cinqueportsvets.co.uk>

We have modern, well-equipped surgeries providing a high level of veterinary care with dedicated companion and large animal teams. We have fully equipped operating theatres, x-ray and ultrasound facilities, patient monitoring, up-to-date dental equipment and endoscopes as well as fully equipped in house laboratories.

Our surgical and medical equipment reflects the latest technology to enhance quick and effective treatment of your pets. All details of your pet's case notes are available on a computerised system.

Our team includes 20 Veterinary Surgeons with specialists in orthopaedics and radiography, diploma and certificate holders in ophthalmology, acupuncture, cardiologist, and a qualified chiropractor. We also have 17 Nurses and a Group Practice Manager all of whom are here to help you. Please do not hesitate to contact us for any advice from our knowledgeable and friendly team.

Information on a variety of topics is freely available from the Practice. Example topics include puppy and kitten care, vaccination, neutering, diet information and flea control advice. We are more than happy to advise you over the telephone. **We also have a qualified animal behaviourist who can help you with a number of your pets' problems.**

Free nursing appointments are offered to discuss worming, flea treatment and dietary advice. Our nurses also run puppy parties, weight, dental, obesity, arthritis and diabetes clinics.



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We believe our clients like to see familiar faces and we will do our best to maintain continuity of treatment.

Consultations are by appointment and are available every day from Monday to Saturday and our branches at Kingsnorth, Tenterden and Hawkhurst offer late evening surgeries. We also run an emergency out-of-hours service for all other times that the surgery is not open.

In order to keep our costs as low as possible, payment is expected at the time of consultation or treatment. We accept most credit and debit cards, as well as cheques supported by a bank guarantee card. (Please refer to our terms and conditions).

Estimates of treatment costs can be provided on request. We do, however, strongly recommend health insurance for your pet, as for a reasonable monthly sum, you can have the peace of mind of not having to worry about unforeseen costs.

Thank you once again for choosing our Practice and we look forward to a continued relationship with you and your pets.

Yours sincerely

Richard Williams
Senior Partner
Cinque Ports Veterinary Associates