

Information for owners whose pets who are being referred to Croft.

As a veterinary hospital offering specialist, referral and consultancy services across a number of disciplines we understand that you are very concerned for your pet's health and that this is a worrying time but you can be confident that your pet will receive first class care and that the team at Croft can be contacted 24 hours a day 7 days a week should you have any concerns on 0191 250 3800.

Preparing for your appointment

If you are insured

It is a good idea to check with your insurance company about your level of cover, any exclusions you may have and what excess you will need to pay. We will do our best to help with this process, but insurance companies often prefer to deal with the policyholder.

Dogs and Cats

Unless you have been told otherwise, do not feed your dog or cat after 10 pm the night before your appointment. There is no need to restrict water. Owners of diabetic animals should check with reception for specific instructions.

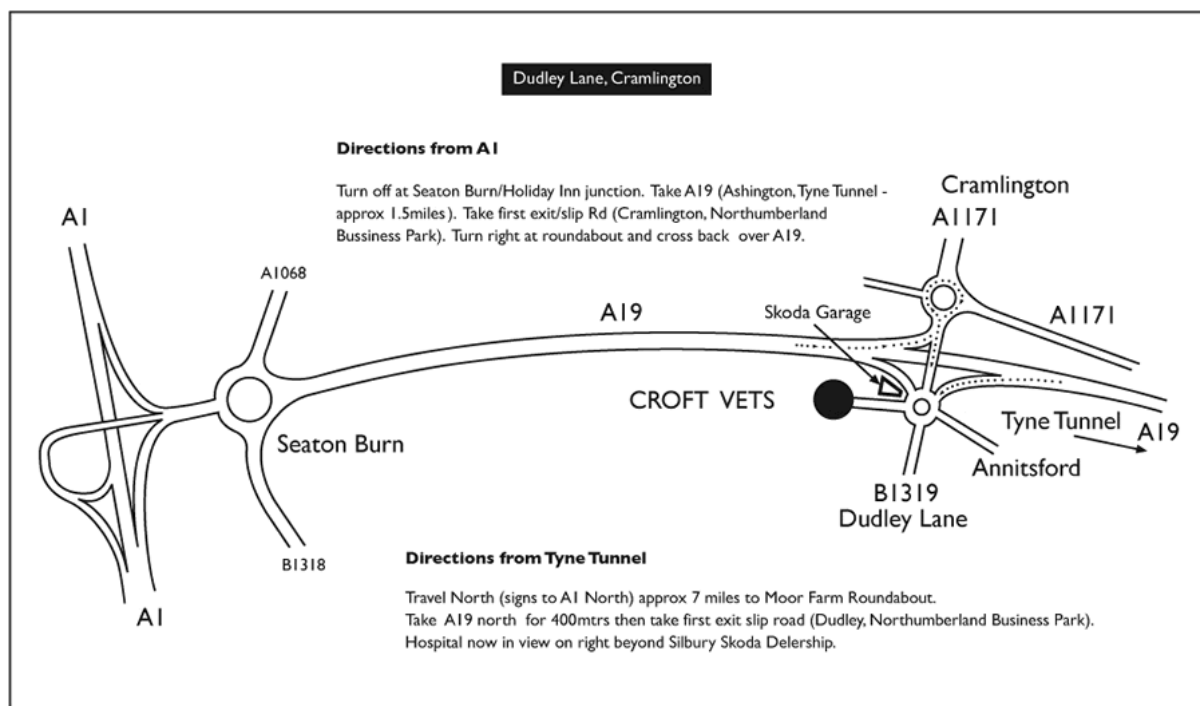
Rabbits

Rabbits should be allowed access to food and water up to the time of admission, unless you have been advised otherwise.

Things to bring with you

1. Any x-rays or letters referral your vet may have given you.
2. Any medications this is particularly important for diabetic animals who should also ideally have their normal food with them.
3. For insured animals proof of insurance and a claim form.
4. Useful but not essential - a completed client registration form. ([link to](#))

Getting to Croft



Our Address is Northumberland Business Park West, Cramlington, and our Postcode is NE23 7RH. Please note this will get you into the vicinity but not to our doorstep as most Sat Nav systems haven't caught up with the new build.

Payment options

Payment is due at the time of consultation or on collection of your pet. Any shortfall in the cost of treatment which is not covered by your insurance company will be payable to us by you.

Cash, or credit/debit cards are accepted.

Direct claims to insurance companies can be arranged under certain circumstances, provided that you discuss this with us, either prior to your appointment or during your initial consultation with the vet, before any investigations or treatment are undertaken. For referral clients we require a £250 deposit – on payment to us by the insurance company we will make a refund to you minus an excess charged by your insurance company.

Direct claims cannot be requested at the time of collection of your pet, after treatment has already been given

A fee is charged for post-op checkups and repeat consultations.

