



**Welcome to the Small Animal Referral Hospital our reception team will have contacted you to arrange a physiotherapy or hydrotherapy with our Rehabilitation and Pain Management Team.**

Your appointment date and time will have been confirmed in an email shortly after booking. Appointments last approximately 45- 60 minutes, so please ensure you allow sufficient time to make the most of your session.

Before your appointment we will require a referral letter and a copy of your pet's medical history from your veterinary surgeon, so that we are aware of any medical problems that may be relevant to your pet's condition and treatment. This is sent directly to us from your veterinary practice. However, if your pet is on any medications, it is useful if you bring a list of these with you.

If your pet has been referred for hydrotherapy, it is our policy that all patients must be seen by a physiotherapist prior to starting hydrotherapy as this allows us to provide a bespoke rehabilitation program specific to meet the needs of your pet. After the physiotherapy assessment we will book the first hydrotherapy appointment. Therefore hydrotherapy will not start on the same day as the physiotherapy appointment.

Enclosed is a map to help you find the clinic. As you turn into the Veterinary School site, go through the security gate and turn right immediately, please park outside the Small Animal Referral Hospital which is the 3rd building on your left. Please allow 10 min for registering your details at reception. We will meet you at reception and then show you to the Rehabilitation unit.

## FAQs

### **What should I bring to a physiotherapy session?**

If you are bringing a dog, please bring their usual lead/ harness. Please bring any favourite treats and toys they like for motivation and encouragement.

### **Should I give my pet its pain medication?**

Yes, please give you pet their medication as normal.

### **Should I feed my pet before their appointment?**

Yes, you can feed your pet, they will likely be given treats during the appointment so you may want to give them a little less food than normal.



Please note: Payment will be expected in full at the time of discharge. For insured pets the excess will be required in full on admit. Currently payment plans are not available.

As a referral hospital we welcome our clients and patients to wait in our reception area. We would like to ensure all our canine patients have a safe and happy experience therefore we ask all clients to be mindful of other patients and allow distance and space between other canine friends. You are more than welcome to wait in the car park with your pet if you feel they would prefer this - just let our team know on your arrival. We politely ask that all dogs are kept on a lead during their visit, if you do not have one, please speak to reception and we can provide one for you.

With incidents of fraud on the increase, Langford Vets would like to reassure you that we will never ask you to make a payment over the telephone without you receiving an invoice for your pet's treatment first. If you receive an unexpected call from Langford Vets requesting payment and you have not received an invoice, please get in touch with us before making a payment over the phone. You can call us back on **0117 394 0513** option 1, to check that it is really us calling if you are ever unsure about a phone call you have received.

Small Animal Referral Hospital, Langford Vets, Langford, BS40 5DU

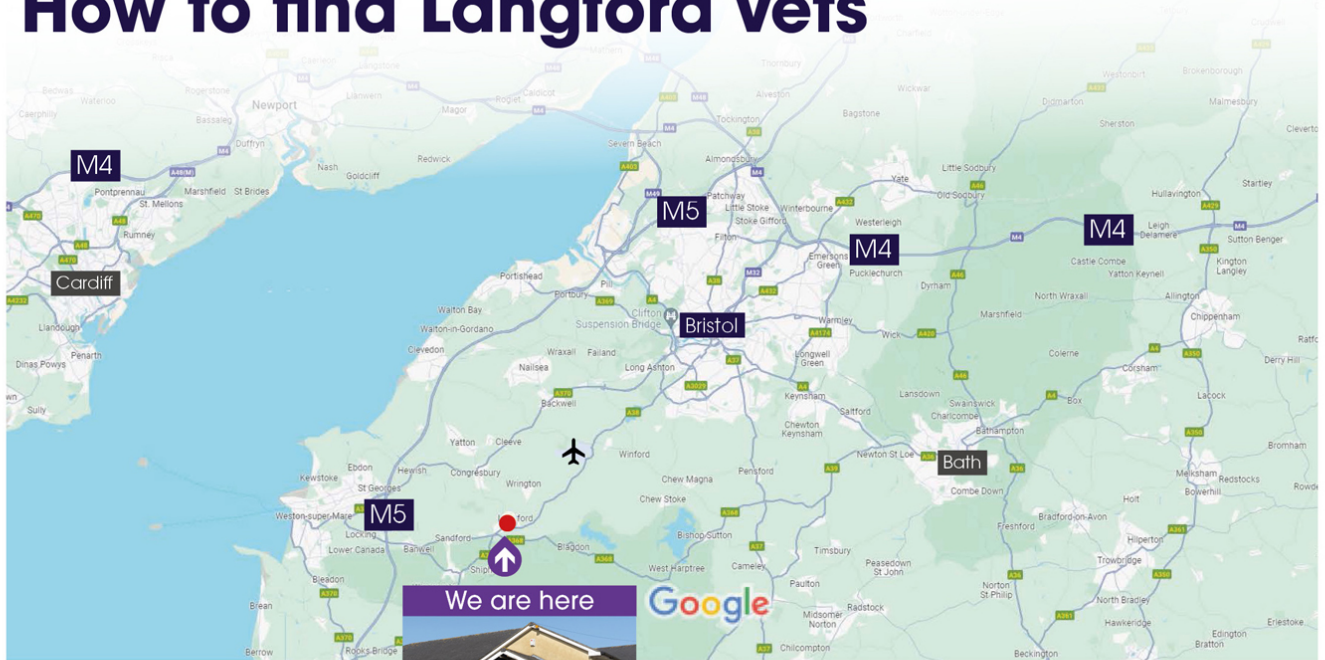
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# How to find Langford Vets



Map data ©2023 Google 5 km

Langford Vets are situated 6 miles south of Bristol Airport.

## From the M5 Motorway

We suggest following these routes, sat nav may direct you off at another junction but for speed and ease of journey we recommend J21 and J22.

### Northbound

Exit at junction 22, taking the A38 to Bristol Airport. Pass through Churchill and turn left towards the B3133 signposted Lower Langford and Congresbury. Take the first exit onto the B3133. Langford House is about 0.3 miles on the right. **This is the recommended route if travelling with a large vehicle or caravan.**

### Southbound

Exit at Junction 21, taking the A370 signposted Bristol. In Congresbury turn right at the first set of traffic lights and follow the B3133 signposted Cheddar and Churchill. Langford House is about 3 miles on the left.

**Small Animal Hospital  
Langford House  
Langford  
Bristol**

**BS40 5DU**

**Tel: 0117 394 0513**

what3words: ///horses.upstarts.ribcage



Directions continued on next page...

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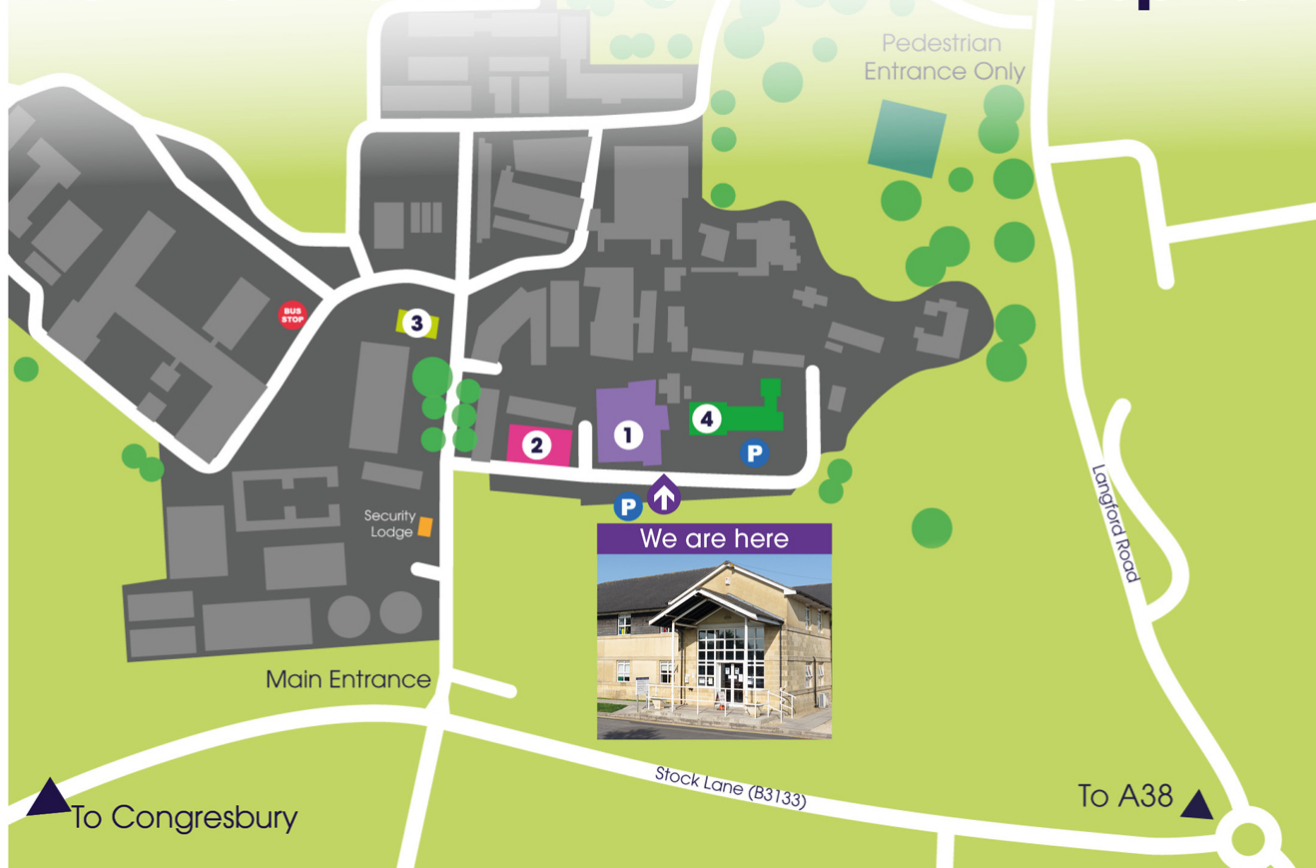
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# How to find the Small Animal Hospital



**The Small Animal Referral Hospital can be found at number 1. on the map above.**

On entering the site you will pass the security gate, which will open during office hours. Take the first turning on the right after the security gate and the Small Animal Hospital is the **third building on your left.**

## **Parking**

Plenty of free parking is available at the front of the hospital, please use bays 1-20 if possible. If you need help to bring your pet in from the car the reception team would be happy to arrange for assistance.

## **Out of Hours**

If you are arriving out of hours please use the number above or the telephone to the left of the front door to let us know you have arrived.

**Small Animal Hospital  
Langford House  
Langford  
Bristol  
BS40 5DU**

**Tel: 0117 394 0513**



## **Cafe**

The Source Cafe can be found at number 4 on the map above and is open to visitors for food and drinks if you arrive early or have to wait while your pet is having investigations. Feel free to bring your refillable cups as we are working hard to be more sustainable.

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# Insurance claims

**Please make sure you have read your full insurance policy schedule before attending your appointment**



## **We're here to help guide you through the process of making an insurance claim**

If you are paying for your pet's treatment through insurance, then you need to liaise closely with your insurance provider throughout your pet's treatment. You should be aware of the terms and conditions of your policy and let us know if there are limitations.

### **When you attend the hospital with your pet, please make sure you bring the following:**

- Insurance Claim Form
- Your policy document

#### **Referrals**

- Your insurance company will require a claim and medical history from the practice that referred your animal to us
- Some insurance companies will not process our claim until they have received the claim and medical history from the referring practice. It is therefore important that you ensure your referring practice has submitted their claim form to your insurance company.

#### **Excess**

This is a payment which must be paid by you, regardless of whether you are making an Indirect or Direct claim.

- It is charged per condition
- If your policy runs into a new policy year whilst making a claim you may be required to pay another excess
- Some policies charge a percentage excess on the total of each claimed amount as well as a fixed excess

There are two main ways to claim through your insurance provider, indirect claim or direct claim.

## **Indirect claims**

When your insurance company reimburses you

#### **What we need from you**

- Your treatments must be paid for before your claim can be processed
- No admin fee will be required from you for an indirect claim
- You must provide a claim form, or an email link from your insurance company
- Claim forms must have all relevant policyholder sections completed

#### **What we will do**

- We will complete your claim form and have it signed by an authorised member of staff
- We will aim to send it to your insurance company within five working days from payment of your invoice, if you have completed the relevant insurance form as requested or provided your claim reference for ongoing claims
- We send notes, case report and any other required information to the insurance company

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# Insurance claims



## Direct claims

When your insurance company reimburses us.

### What we need from you

- An admin fee is charged per claim and is payable every six weeks (or three months for ongoing dermatology cases)
- You must provide a claim form, or email link from your insurance company, for each visit.
- Claim forms must have all policyholder sections completed
- All forms must be signed and dated in the relevant sections stating that payment comes direct to us (Langford Veterinary Services)
- At your initial visit you must provide us with a copy of your valid insurance certificate or schedule, which shows the limit on the policy, the excess amount, the start date and any exclusions that may exist. You will also be asked to pay any excess.
- Prior to your first Langford Vets visit we ask that you contact your insurance company to give permission for us to speak with them about your policy and outstanding claims

### What we will do

- We will complete your claim form and have it signed by an authorised staff member
- We will write to you and inform you if we have not received payment from your insurance company.
- We send notes, case report and any other required information to the insurance company
- We will facilitate your claim with your insurance company to ensure it is progressing

### Please note:

- It is your responsibility to settle your account after 60 days if the insurance company has not reimbursed us by then.
- By offering a direct claim we are not creating a contract between ourselves and the insurance company – responsibility for any amounts not paid by the insurance company remain with you, and are required to be settled promptly after insurance monies have been paid, in line with our standard terms of business (included in your welcome pack)

## Pre-authorisation

This is when your claim is pre-agreed with the insurance company before treatment of your animal commences.

- If your insurance company allows pre-authorisation and time permits, you should obtain pre-authorisation for your peace of mind
- Some insurance companies insist on pre-authorisation before any treatment, or if treatment is expected to be over a certain value
- It takes 10 working days to process a pre-authorisation with your insurance company
- Some insurance companies do not allow you to do a pre-authorisation; you should seek advice directly from your insurer



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## Local Information

We regret that we are unable to host clients staying on site in their motorhomes however there are a lot of options for accomodation locally.

### Accomodation

<b>Winston Manor Hotel</b>	Bristol Road, BS25 5NL Tel: 01934 852 348 (1 mile)	
<b>Holiday Inn</b>	Bridgwater Road, Bristol, BS40 5RB Tel: 01934 861123 (2.2 miles)	
<b>Double Tree by Hilton</b>	Frost Hill, Congresbury, BS49 5AD Tel: 01934 834 343 (3.1 miles)	
<b>Penscott Inn</b>	The Square, Shipham, BS25 1TW Tel: 01934 842659 (will accept small and medium sized dogs) (4 miles)	
<b>The Seymour Arms</b>	Bath Road, Blagdon, BS40 7TH Tel: 01761 462 279 (will accept dogs) (4 miles)	
<b>Premier Inn</b>	Bridgwater Road, Winscombe, BS25 1NN Tel: 0333 777 3949 (4.5 miles)	
<b>Innlodge</b>	North End Road, Yatton, BS49 4AU Tel: 01934 839 100 (5 miles)	
<b>The Oak House</b>	The Square, Axbridge, BS26 2AP Tel: 01934 732 444 (5.7 miles)	

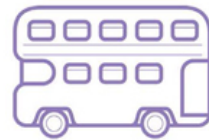


**Apple Taxis**  
01934 666 666

**Arrow Cars (Airport Taxis)**  
01275 475 000

**CPM Taxis**  
01934 835 119

**Woodspring Taxis**  
01934 414 141



### Langford Bus Route

The **U2** bus service operated by First Bus connects our Langford and Clifton campuses.

The **U2** runs hourly on weekdays from 8am to 6pm in each direction. The service runs year-round, except Bank Holidays and between Christmas and New Year.

The bus travels from Clifton along the new South Bristol Link Road and the A38 servicing stops along the way.

The route and timetable can be found here:

[www.bris.ac.uk/vetscience/  
media/docs/Bulletin/  
bustimetable.pdf](http://www.bris.ac.uk/vetscience/media/docs/Bulletin/bustimetable.pdf)

### Campsites

(with hardstanding pitches suitable for caravans and motorhomes)

<b>Brook Lodge Farm</b>	Wrighton, BS40 5RB Tel: 01934 862 311 (2.2 miles)	
<b>Kingswood Farm</b>	Cleeve, BS49 4PJ Tel: 01934 838 752 (5.2 miles)	
<b>Myrtle Farm Holidays</b>	Banwell, BS29 6LP Tel: 07717 577 217 (5.9 miles)	
<b>Gorselands Leisure</b>	Bleadon Hill, BS24 0AD Tel: 01934 263 510 (8.8 miles)	

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## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your animal to Langford Veterinary Services Ltd (Langford Vets). We aim to provide the highest standards of care for all animals under our care. We will endeavour to communicate effectively with you regarding the treatment of your animal. For more information visit our website at [www.langfordvets.co.uk](http://www.langfordvets.co.uk)

The information below details our Business Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

### Fees

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. You will receive a detailed fee note for consultations, surgical procedures or any transaction with us. No drugs or food will be dispensed without payment.

### Methods of Payment

Accounts are due for settlement at the end of the consultation even if your animal is insured (see below under Animal Health Insurance), unless otherwise agreed with the Credit Control Department, or at the discharge of your animal or upon collection of drugs or diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta

### Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. It will not include costs of medications or any complications arising from treatment. Please bear in mind that any estimate given can only be approximate – often an animal's illness will not follow a conventional course.

### Settlement Terms

Your account should be settled at time of discharge, whether your animal is insured or not. Should the account not be settled, then an invoice will be sent with an additional accounting fee in respect of administrative costs. Any direct insurance claims must be agreed before treatment starts, see below under Animal Health Insurance.

You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Langford Vets in connection with or in contemplation of any non-payment of your account by you.

All appointments will be charged for unless an hours notice is given of cancellation. It is at the vet's discretion not to charge for a consultation.

After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs, together with interest on the principal sum.

### Animal Health Insurance

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Langford Vets strongly support the principle of insuring your animal against unexpected illness or accidents. Although your animal may be insured, please be aware that it is your responsibility to settle your account within 60 days, even if we are doing a direct claim for you. Generally you should reclaim the fees from your insurance company. You will need to bring the following to your first appointment:

- your valid policy document and
- a claim form

At reception, you will be requested to ring your insurance company to grant us authorisation to speak to them about your claim. There is fee for administrating the insurance claim and you will need a new claim form for every time you visit the hospital or practice.

If you wish us to claim directly, you must first obtain prior agreement from Langford Vets. Please contact reception to discuss details before treatment. For further details, please look at our website or contact reception.

### **Limit on Liability**

The prices charged by us are based on a limit on our liability of £250,000 per claim (or for a series of related claims) as a result of our negligence or breach of contract. If this limit is less than the value of the animal you are advised to make your own insurance arrangements to cover the full loss. We do not accept liability where the loss arises out of your failure to notify us of any condition, ailment or allergy of which you had knowledge which would not have been apparent on reasonable examination by a veterinary practitioner. This limit shall not apply to the extent the law does not allow us to limit or exclude our liability.

### **Vaccine Reminders – only for first-opinion practices**

We will endeavour to send you vaccine reminders, however, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

### **Complaints and Standards**

We hope that you never have recourse to complain about the standards of service received from Langford Vets. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to reception who will endeavour to resolve the matter. If it is felt appropriate your complaint will be escalated to the appropriate manager.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Langford Vets, you can contact the RCVS on their website [www.rcvs.org.uk](http://www.rcvs.org.uk) for further details about making a complaint.

### **Ownership of Clinical Records, Radiographs and Similar Records**

Case records including radiographs and similar documents are the property of and will be retained by Langford Vets as part of the clinical record of your animal. A summary of the history will be passed to another veterinary surgeon taking over the case on request. Should copies of radiographs etc. be required, a charge will be made for these.

### **General Data Protection Regulations**

The General Data Protection Regulations (GDPR) as it applies to professional and client records. Your personal data records will be kept confidential to Langford Vets. We may, however, use your contact details for marketing purposes if you have given your consent. Please refer to our privacy notice on our website [www.langfordvets.co.uk](http://www.langfordvets.co.uk) for full details.

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### **Termination of Service Delivery**

We maintain the right to terminate delivery of our services to you as a client should the trust between parties have sufficiently broken down that further delivery would be unfeasible. In this unlikely circumstance, we will send a letter to you confirming the termination and its date. We will cover emergency treatment only for your animal for a further two weeks after the date of the letter in order to allow you to find another practice to care for your animal. We will transfer the relevant clinical records to the new practice.

### **Prescriptions**

All clients have a right to ask for a prescription. You may obtain Prescription Only Medicines, Category V, (POM V's) from your veterinary surgeon OR ask for a prescription to obtain these medicines from another veterinary surgeon or a pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your animal.

We kindly request that you, the client, give us 24 hours notice for a repeat drug and food collection. Any drugs, once made up, will be charged for whether collected or not.

### **Repeat Prescriptions**

The general policy of this practice is to re-assess an animal requiring repeat prescriptions usually every three months, but this may vary with individual circumstances. A re-examination fee will be charged.

### **Disclaimer**

No addition or variation of these conditions will bind Langford Vets unless it is specifically agreed in writing and signed by a member of the Langford Vets senior management team. No agent or person employed by, or under contract with, Langford Vets has the authority to alter or vary these conditions in anyway.

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