

Cinder Hill Equine Clinic



Dear Client,

We would like to take this opportunity to welcome you to Cinder Hill and thank you for choosing us for your horse's medical needs.

The clinic is open Monday through Friday 8.30am – 5.30pm, and for emergencies 24 hours a day, 7 days a week. In the case of an out of hours emergency please call 01209 823224 and the duty vet will be contacted and will return your call directly.

For routine care we can offer a zone visit on the specified day for your area. This is a very cost effective way to have your routine work such as vaccinations or dentals done. We will ring you the evening before with an approximate time for the Vet to call the following day. Payments for these visits should be paid to the Vet at the time or rung through to the office before noon the following day to qualify for the reduced rate visit fee. Non routine appointments can be booked for any day at a time and date suited to yourself and will be charged the normal visit rate for that area. If you would prefer, appointments can also be made to attend the clinic.

Enclosed is a summary of our terms of business and further information. For a full version of our terms and conditions, information about fees, our privacy policy, complaints procedure or any other queries please contact the clinic or see our website www.cinderhillequinevets.co.uk.

Yours sincerely,

Cinder Hill Equine Clinic