

57 Cornard Road
Sudbury
Suffolk
CO10 2XB

Tel: 01787 372588
Email: ardmore@ardmorevets.co.uk

1 Bridge Street
Great Yeldham
Essex
CO9 4HU

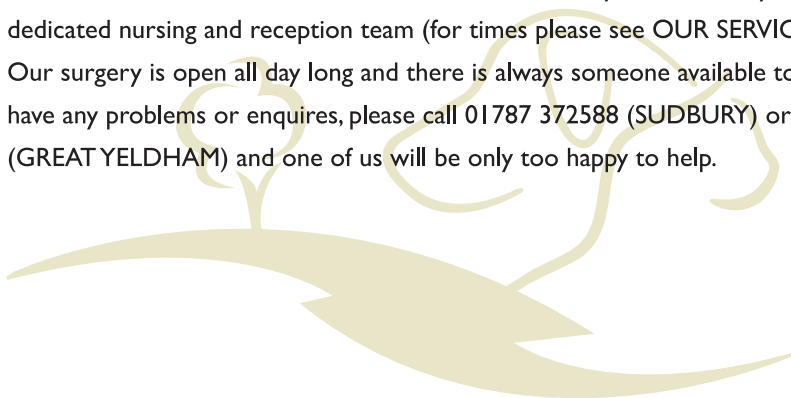
Tel: 01787 238255
Email: ardmore@ardmorevets.co.uk



We would like to take this opportunity to thank you for registering your pet with The Ardmore Veterinary Group. Our friendly team of vets, nurses and support staff is dedicated to the care of your pets and we intend to give the highest possible standard of service. We know the importance of your pet and we treat your pet as an important family member. We enjoy helping keep your pet healthy, and making him/her feel better and live longer!

The practice was originally established over fifty years ago by Mr Eric Taylor at 52 Friar Street, Sudbury. It then moved to its current premises at Ardmore House, 57 Cornard Road, Sudbury in the mid 1960s where it continued to expand as a mixed rural practice. The name changed as the partnership progressed, from Taylor and Hogger, to Taylor and Lees and finally in 1998 to the Ardmore Veterinary Group. In July 2004 we opened our branch at Bridge Street, Great Yeldham, also equipped with theatre, kennels and consulting rooms.

We run an appointment system only but we will always try to find time and space if you are in need. Our 5 full time vets share the work on weekdays and Saturday mornings with our dedicated nursing and reception team (for times please see OUR SERVICES insert). Our surgery is open all day long and there is always someone available to help you. If you have any problems or enquires, please call 01787 372588 (SUDBURY) or 01787 238255 (GREAT YELDHAM) and one of us will be only too happy to help.



THE HIGHEST STANDARDS

Our aim is for a personal and caring veterinary service of a high standard, set in a pleasant and friendly environment. Our dedicated veterinary service is enhanced by in-house laboratory facilities, dedicated surgical and dental facilities, a diagnostic imaging suit with endoscopy, ultrasonography and x-ray, as well as our nurses' clinics. Our online website provides information about the surgery and its staff as well as providing our online repeat prescription service and ordering of pet foods.

We operate by an appointment system to reduce waiting times. We feel continuity of care is important and where possible your pet will be able to see the same vet on each visit.



OUR SERVICE

Opening hours

SUDBURY

Monday- Friday 8.00am - 6.30pm

Saturday 8.00am - 5.00pm

Consultations by appointment

GREAT YELDHAM

Monday-Friday 9.00am - 6.30pm

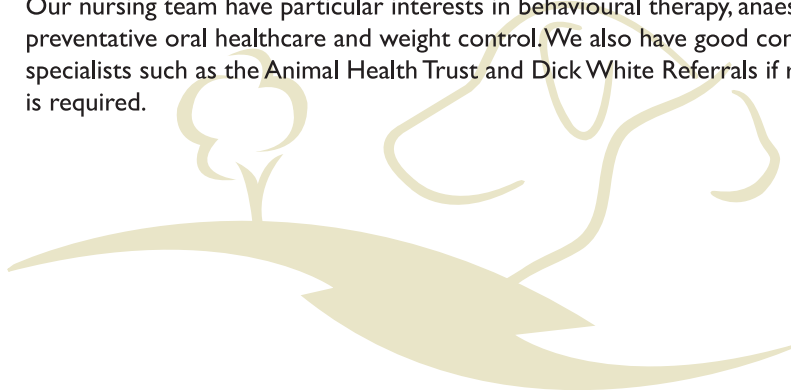
Consultations by appointment

The veterinary team at The Ardmore Veterinary Group aim to provide the best possible care for our patients and their owners. We believe this is achieved through dedication, conscientiousness, compassion and teamwork, applied equally to patients, owners and fellow members of staff.

Our practice has been established in the Sudbury area for over 50 years, moving to Ardmore in the 1960s. We are a Royal College of Veterinary Surgeons (RCVS) Tier 2 inspected and approved Veterinary Practice.

Although we have the facilities available to help us provide the best possible service, our greatest strength is that of our staff. An experienced team of veterinary surgeons is supported by a dedicated team of qualified veterinary nurses, trainees and ancillary staff. As a recognised nurse training centre, we ensure that our trainees receive an up-to-date practical and theoretical education, and we pride ourselves on high patient care standards.

We have veterinary surgeons with interests in orthopaedics, soft tissue surgery, internal medicine, ultrasonography and acupuncture giving a broad knowledge and expertise base. Our nursing team have particular interests in behavioural therapy, anaesthesia, preventative oral healthcare and weight control. We also have good contacts with local specialists such as the Animal Health Trust and Dick White Referrals if referral treatment is required.



CONSULTATIONS

All consultations are by appointment. Appointments are available 8.30am-6.30pm weekdays and 8.30am-11.00am on Saturdays at our Sudbury branch and 9.00am-6.30pm weekdays at our Yeldham branch. When arranging an appointment, please tell the receptionist if you prefer to see a particular vet.

EMERGENCIES

Emergencies are handled by our own nurses and vets at our Sudbury premises during normal hours. Outside of normal hours we have an emergency vets service who provide the emergency veterinary care from their two branches. In an emergency please phone our normal number **01787 372588** to be directed.

HOME VISITS

For most situations where we are treating illness, we feel that the best place for the examination is the clinic where we have full support staff and facilities. If you have difficulty bringing your pet to the surgery, we can arrange transport using our veterinary ambulance. However, we do appreciate that there are some circumstances where home visits are preferable and always try to accommodate requests for home visits during normal working hours.

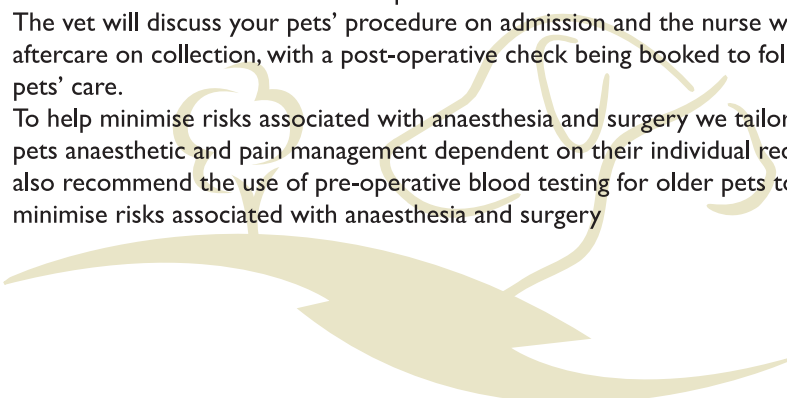
NURSE CLINICS

Held six days a week, our nurses offer advice on preventative health care (worm and flea control, dental care and dietary requirements) along with nail clipping, anal gland treatment and grooming. They can also help with training and behavioural problems, and the treatment of obesity.

OPERATIONS

Here at Ardmore we pride ourselves on our exceptionally high surgical standards. Routine operations take place Monday to Friday, with admission appointments between 8:30am and 9:00am. Most patients are able to return home the same day. The vet will discuss your pets' procedure on admission and the nurse will discuss aftercare on collection, with a post-operative check being booked to follow-up your pets' care.

To help minimise risks associated with anaesthesia and surgery we tailor make your pets anaesthetic and pain management dependent on their individual requirements. We also recommend the use of pre-operative blood testing for older pets to help minimise risks associated with anaesthesia and surgery.



To make anaesthesia as safe as possible, patients are monitored by highly trained nurses in our sterile theatre using sophisticated electronic equipment; any abnormalities can then be responded to rapidly to ensure your pet has a smooth and uneventful anaesthetic. Every patient has an intravenous catheter placed so that in an emergency we have immediate intravenous access should a crisis occur.

During anaesthesia all patients are placed on intravenous fluids to help maintain perfusion to all vital organs, keeping them well supported to promote a smooth recovery.

Throughout your pet's recovery we constantly monitor them until they are able to get up, so once fully recovered your pet is offered the opportunity to go to the toilet and have something to eat, so you are safe in the knowledge that they are always given lots of love and reassurance during their stay with us at Ardmore.

REPEAT PRESCRIPTIONS

Please give us at least 24 hours notice for repeat prescriptions of drugs and food. In accordance with RCVS recommendations, all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon. The practice policy is to re-assess animals requiring repeat prescriptions every three months, but this may vary with individual circumstances. There is a reduced fee for re-examination for repeat prescription examinations over our standard fee.



FEES

In order to keep costs under control, fees are payable at the time of consultation or at the time of collection following surgery. To facilitate payment, the surgery is happy to accept cheques with a bankers card and most credit and debit cards. An estimate of fees will always be given upon request.

PDSA PETAID SCHEME

The Sudbury surgery is a PDSA Pet Aid Centre. If you have a CO10 postcode, receive housing or council tax benefits and cannot afford veterinary fees you may be eligible for PDSA care. Please ring the Sudbury surgery to find out more.



TERMS & CONDITIONS

Our commitment to you:

We provide you with a first class service.

We will provide your animal with the highest standard of treatment and care.

Fees

All fees, diet 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. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request - see details below.

Methods of payment

Fees are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets.

Fees may be settled using cash, cheque with current Banker's card or a Credit / Debit card (Switch, Solo, Delta, Mastercard or Visa)

Estimates of treatment costs

We will, upon request, be pleased to provide a written estimate as to the probable costs of treatment, but please bear in mind that any estimate given can only be approximate as sometimes an animal's treatment will not follow a conventional course.

Settlement terms

Fees are due for settlement in full at time of treatment. For any reason the fees have not been settled, they will incur administrative costs. Overdue fees, after due notice to you, will be referred to our Debt Collection Agency or the County Courts if satisfactory repayment arrangements have not been made with us.

Any cheque which you issue which is returned unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in your fees being restored to the original sum together with any extra fees incurred in the process.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your fees please discuss this matter as soon as possible with a member of staff.

Pet health insurance

We strongly recommend the principle of veterinary insurance to protect against the unexpected fees incurred following illness or accident. Whilst it is your responsibility to settle your account with us and then reclaim the fees from your insurance company, we are happy to assist you with this. We recommend lifelong insurance policies and can provide you with further information.

Vaccination reminders

Whilst we make every effort to send out reminders for annual vaccinations, the responsibility to keep them up to date remains with you. In particular, please be aware that PETS passports require rabies vaccinations boosters so please keep a personal record of when this is due.

Complaints

Whilst we hope that our service does not give you cause for complaint, if there is something you wish to bring to our attention please contact the Practice Manager in the first instance.

Compliments / Feedback

We are always pleased to receive compliments / feedback on the service we provide to ensure the best possible care and service.

Ownership of records

Case records and similar documents are the property of and will be retained by The Ardmore Veterinary Group. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray, remains the property of the Practice. Upon request copies of records with a summary of the history of your animal will be passed to another Veterinary Surgeon taking over your animal's well being.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the partners. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.

Privacy Policy

At Ardmore Vets, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to reception@ardmorevets.co.uk or by writing to Ardmore Veterinary Group, 57 Cornard Road, Sudbury CO10 2XB. Alternatively, you can telephone 0178372588

Who are we?

The Ardmore Veterinary Group Ltd is a company registered in England and Wales with number 05937255. Our registered office address is 57 Cornard Road, Sudbury CO10 2XB

ICO registration:

Ardmore Veterinary Group Ltd Registration Number: 298266667 Date Registered: 10/4/2007

How do we collect information from you?

We obtain information about you when you register with the practice, purchase products or services from the practice or use our website (for example, when you complete a contact form).

We have CCTV in and around the practice for the purposes of prevention and detection of crime and employee monitoring. Some of the information we collect may be classed as personal data as defined by UK data protection laws.

What type of information is collected from you?

In providing our services to you, typically we will collect:

- Full or partial contact details including your name and address, email address, landline telephone number, mobile telephone number and IP address
- Information about which pages you visit on our website, including any forms you complete online
- If you have any requirements it may also be necessary to collect details about disability
- Payment card information, should you choose to use this form of payment. We do not store these details.
- Bank account details, if you join our healthcare plan. We will pass these to the Animal Healthcare Company Ltd for payment processing
- If you choose to connect with us via social media, eg Facebook or Twitter, we may collect your username, your name (including surname) and email address, your gender and your location.

If you provide us with any personal data relating to any third party (eg information about your spouse or other family members) for particular purposes, by submitting such data to us, you warrant that you have obtained their consent to provide us with their personal data for those purposes.

Website recording and use of 'cookies'

Like many other websites, the Ardmore Veterinary Group website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, cookies help us to track which pages you visit on our website. This helps us to improve our website and deliver a better, more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Main Cookies used on our site

Google Analytics

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site.

The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

For more information on Google Analytics' privacy policy visit here - <http://www.google.com/analytics/learn/privacy.html>

Google Maps

These are Google Maps third party cookies, which are unique identifiers to allow traffic analysis to Google Maps.

How is your information used?

We may use your information to:

- Carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you.
- Process a job application.

With your consent, we will contact you via email, phone, SMS or post about other related products and services we provide which we think may be of interest to you and of benefit to your pet.

We may use your information collected from our website, via cookies or direct input, to personalise future visits to our website and/or to send triggered automated emails to you.

We may use your information to meet and comply with any applicable rules, laws or regulations issued by any legal or regulatory body which are binding on us.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

In the course of providing care for your pet, we may sometimes be required to share your details with third parties – e.g. your pet insurance company, external laboratories for processing blood or urine samples or to a Direct Debit bureau to process payments for healthcare plan membership. We only share the information that is necessary at the time, and those third parties do not have permission to use your data for anything else. We have a strict contract in place that requires those third parties to keep your information secure.

Other than as required to provide care to your pet, or as may be required by law, we will never share your data with anyone else. For example, if asked by the police or HMRC, we may share your personal data for the purposes of prevention or detection of crime. Information is not shared with them outside of this purpose.

In some instances, it may be necessary to transfer your personal data overseas. Any transfers will be made in full compliance with UK data protection laws.

In the event that our business is transferred, sold or integrated with another business, your details may be disclosed to our advisers or any prospective purchaser's advisers and may be passed on to the new owners of the business.

Your choices

Responsible pet ownership includes a wide range of care, some of which will be administered by you at home; some by us here at the practice.

Our responsibilities under our contract with you might include:

- contacting you from time to time to remind you, for example, when vaccinations are due or when you should apply parasite protection. Communication about these is essential to the long-term health of your pet. For that reason, we do not ask for your consent to send these messages. However, if you have a preference as to how you would prefer to receive reminders (eg by SMS, email or post) please let us know by calling 01787 372588 or by emailing reception@ardmorevets.co.uk and we will update our records.
- letting you know about products and services (provided by us) which we believe can help your pet to live a long, happy and active life – for example, advice on diet and nutrition, exercise or preventative healthcare. Again, we believe this advice and guidance to form the foundation of responsible pet care. However, each message we send will include instructions on how you can choose to opt-out of receiving future similar messages, if you prefer. Alternatively, you can call the practice on 01787 372588 or by email reception@ardmorevets.co.uk and we will update our records.

We may occasionally hear of products and services, provided by others and not by us here at the practice, which may be of interest to you. We will only tell you about these products and services if you have given us your consent.

You can update your preferences at any point by calling 01787 372588 or by emailing reception@ardmorevets.co.uk

How you can access and update your information

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy. You can do this by the following methods:

Telephone: 01787 372588 Write to us at: 57 Cornard Road, Sudbury CO10 2XB

Or send an email to reception@ardmorevets.co.uk

Retention of information

Your personal data will be retained for as long as it is necessary to fulfil the purpose for which it is collected or for business or legal purposes, or in accordance with applicable laws.

Should you choose to withdraw consent for marketing contact, please note that your personal data may still be retained on our database to the extent permitted by law.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as payment card details or bank account information) is encrypted and protected with 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK.

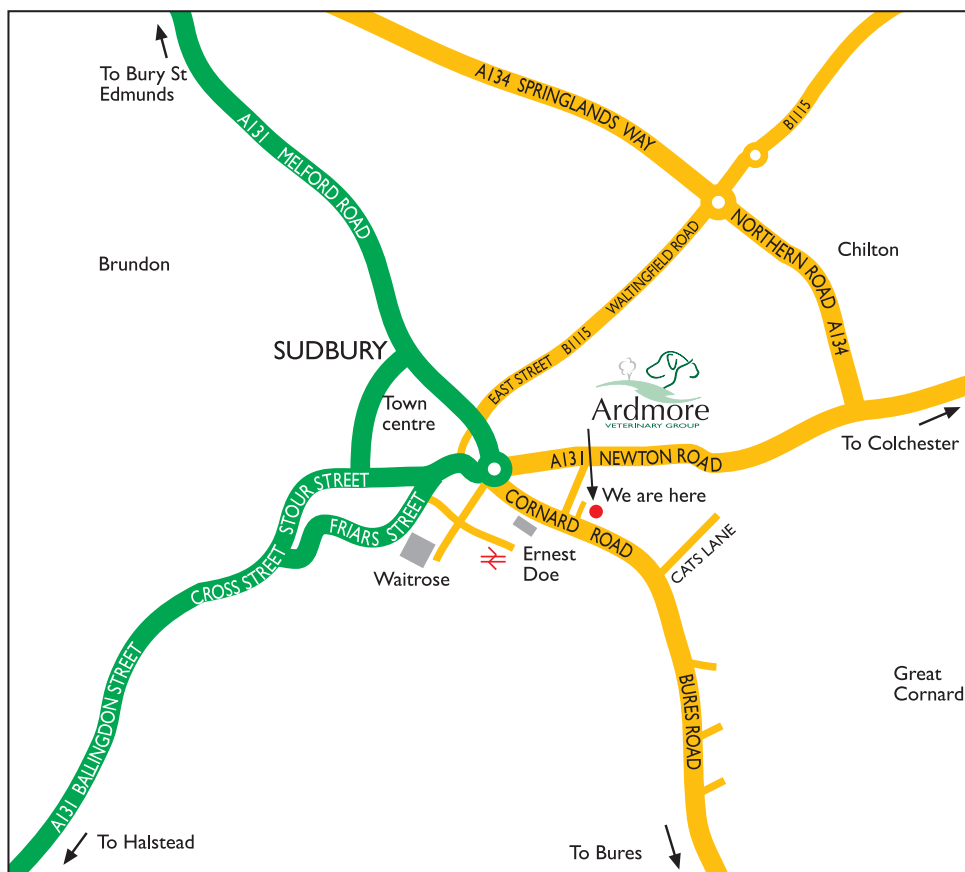
By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.

SURGERY DETAILS-SUDBURY



57 Cornard Road
Sudbury
Suffolk
CO10 2XB

Tel: 01787 372588

Email: ardmore@ardmorevets.co.uk

Opening times

Monday- Friday: 8.00am - 6.30pm

Saturday: 8.00am - 5.00pm

Consultations by appointment



SURGERY DETAILS-GREAT YELDHAM



1 Bridge Street
Great yeldham
Essex
CO9 4HU

Tel: 01787 238255

Email: ardmore@ardmorevets.co.uk

Opening times

Monday- Friday: 9am - 6.30pm

Saturday: Closed (Sudbury open until 5.00pm)

Consultations by appointment

