

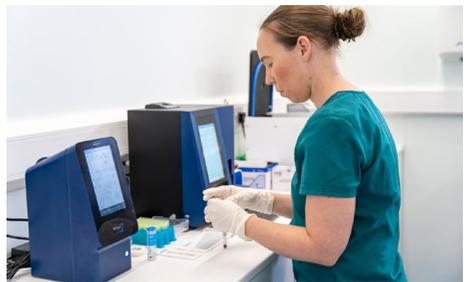
Established in 2000 on the site of an old police station in Waterloo Village, our RCVS tier-two small animal accredited practice is committed to providing the very best veterinary care.

You and your pet can make the most of a full range of services at our branches in **Ashton-under-Lyne**, **Hyde**, **Stalybridge** and **Droylsden**, where our compassionate and professional team members strive for excellence in all they do.

We also provide veterinary cover to Millstream Animal Shelter, Pennine Pen Animal Rescue and Dogs Trust in Manchester, which allows us to give back to our local veterinary community.

You can learn more about our **team** and **services**, and view our full **terms and conditions** and **privacy policy** on our website.

We look forward to seeing you and your pet soon!



All of our branches provide the following services to help keep your pet healthy and happy:

- Consultations.
- Vaccinations.
- Nurse consultations.
- Surgeries.
- Behaviour clinics.
- Flea, tick and worm treatments.

You can learn more about our services and facilities **on our website**.

## Our branches

### Ashton-under-Lyne

341 Oldham Road,  
Ashton-Under-Lyne  
OL7 9ND  
0161 8300462



**Monday to Friday:** 8am to 6pm

**Saturday:** 9am to 5pm

**Sunday:** Closed

Additional services offered at this branch: advanced soft tissue surgery, dental x-rays and surgery, **x-ray and ultrasound** and laboratory services.

### Hyde

4 Reynard Street,  
Hyde SK14 2HJ  
(for satnavs use  
SK14 2HW)  
0161 3669236



**Monday to Friday:** 8am to 6pm

**Saturday:** 9am to 5pm

**Sunday:** Closed

Additional services offered at this branch: echocardiography, **x-ray and ultrasound** and laboratory services.

### Stalybridge

18 Melbourne Street,  
Stalybridge, Cheshire  
SK15 2JE  
0161 8045818



**Monday to Friday:** 8am to 6pm

**Saturday and Sunday:** Closed

Additional services offered at this branch: CPL assisted neutering scheme, laboratory services and **puppy parties**.

### Droylsden

Beehive House,  
Greenside Lane,  
Droylsden M43 7AJ  
0161 8200830



**Monday to Friday:** 8am to 6pm

**Saturday and Sunday:** Closed

Additional services offered at this branch: dental x-ray and surgery, orthopaedic surgery, **x-ray and ultrasound** and laboratory services.

Please see **our website** for more information.

Veterinary Surgeon



Receptionist



Animal Care Assistant



Student Veterinary Nurse (SVN)



Registered Veterinary Nurse (RVN)



Our Pet Health Plan is the simple way to support your pet's health while saving money.

Your pet will need routine treatments and vaccinations throughout their life, and our plan gives the peace of mind that comes from knowing that care is covered.

We offer our Pet Health Plan for your cats, dogs and rabbits, breaking down the costs of routine veterinary services to a monthly direct debit, and giving your pet its vaccinations, parasite prevention and regular checks throughout the year.

## Dogs, Cats & Rabbits

					
<b>Small</b> (up to 10kg) £15.99	<b>Medium</b> (10.1kg - 25kg) £17.49	<b>Large</b> (25.1kg - 40kg) £19.49	<b>X Large</b> (40.1kg and over) £27.49	<b>Cats</b> (All) £14.99	<b>Rabbits</b> (All) £11.99

## Your Pet Health Plan includes:

	Dog	Cat	Rabbit
Essential annual vaccination with a full health check	✓	✓	✓
Flea treatments* (sufficient for a year) dispensed quarterly	✓	✓	
Worm treatments* (sufficient for a year) dispensed quarterly	✓	✓	
6 monthly wellness check with a Nurse	✓	✓	

## You'll also receive the following (if applicable):

	Dog	Cat	Rabbit
25% off Kennel Cough vaccination	✓		
25% off Rabies vaccination	✓	✓	
Flystrike preventative treatment included			✓
2 claw clips per year	✓	✓	✓
£10 microchipping	✓	✓	✓
10% off food (including prescription food)	✓	✓	✓
10% off routine neutering	✓	✓	✓
10% off dental procedures	✓	✓	✓
10% off other parasite treatments	✓	✓	
10% off Adaptil/Feliway/Pet Remedy	✓	✓	
2 x anal gland expressions per year	✓		
2 x dental checks with a vet			✓

### Monthly prices shown, vaccinations included:

**Dogs:** Distemper, Hepatitis, Parvovirus, Parainfluenza, Leptospirosis. **Cats:** Feline Leukaemia, Enteritis, Feline Influenza.

**Rabbits:** Myxomatosis, VHD1, VHD2. \*Tailored to your pets needs \*\*Please ask for details

To learn more or sign up to the plan, **head to our website.**

## Emergencies during our opening hours

If you and your pet find yourself in an emergency situation during our opening hours, please call one of our branches to advise us that you are attending the practice so that we can ensure we are ready for your arrival.

**Ashton-Under-Lyne: 0161 8300462**

**Hyde: 0161 3669236**

**Stalybridge: 0161 8045818**

**Droylsden: 0161 8200830**

## Emergencies outside of our opening hours

Our out of hours service is supplied by **Woodcroft Veterinary Hospital**, who have a fully equipped veterinary hospital with excellent inpatient facilities.

If you have an emergency outside of our opening hours, please call Woodcroft Veterinary Hospital directly on 0161 4862355. They will be able to offer you advice over the phone and arrange for you to visit them if required.

**Woodcroft Veterinary Hospital, Atlas House, Hercules Office Park, Bird Hall Ln, Cheadle Heath, Stockport SK3 0UX**

Please note that Woodcroft Veterinary Hospital are available for emergencies only. For all routine care, please call us during our opening hours.

For more information about our emergency procedure and the associated charges, please contact your usual Tameside branch or call Woodcroft Veterinary hospital on **0161 4862355**.



We accept cash and credit/debit card payments (Maestro, Solo, Delta, Mastercard and Visa). Please note that we no longer accept cheques or American Express as a form of payment.

We deal with all major insurance companies, and are able to process direct insurance claims, by prior arrangement.

## **What is a direct claim?**

A direct claim is where the invoice goes directly to the insurance company rather than to you. This may be useful for larger bills or ongoing medical complaints.

## **When does a direct claim need to be authorised?**

A direct claim takes time to authorise, and as such must be requested before a procedure takes place. Although we do our very best, we cannot always permit a direct claim for every patient for every condition.

## **What information do we need to process a direct claim?**

- The name of your insurance company.
- Your policy number and policy excess.
- The inception date (the date policy was taken out).
- The maximum insurable amount per condition (varies between £500 and £12,000).
- Any co-payments (often applicable to older patients, usually 20%).
- Any exclusions (anything the policy no longer covers; these are common in older patients with pre-existing conditions and a time limited policy).

We can obtain this information directly from your insurance company, but you must first give your insurance company permission to speak with us.

## **Do you need to pay when you collect your pet?**

There will be a direct claim agreement fee of £30, as well as an excess to pay, which varies between policies, and occurs every 12 months for ongoing conditions. There may also be a co-payment. Additionally, you will need to sign a form to consent to the direct claim.

## What is a direct claim agreement form?

This is a form consenting to a direct claim. It confirms that if the insurance company rejects any part of the claim for any reason, liability for the payment is with you.

Some companies will use a pre-authorisation form, where an estimate is submitted and the insurance company checks whether they will accept liability. Depending on the company, this may take days or weeks to approve.

Our dedicated insurance team is on hand to support you and deal with any insurance queries! You can reach them at [insurance@tamesideveterinaryclinic.co.uk](mailto:insurance@tamesideveterinaryclinic.co.uk).

Please note that there is a £30 administration charge for insurance and direct claims.

## Our charges

To help you budget for the cost of your pet's care, we've provided a list of costs for a selection of our most performed services below. Keep in mind, prices will vary depending on things like the type of pet you have (e.g. a cat or a dog), their size and age and whether they have any underlying illnesses.

**First consultation: £57.50**

**Follow-up consultation: £54.50**

**Dog booster: £76.00**

**Cat booster: £86.00**

**Bitch spay: From £347.00**

**Dog castration: From £252.00**

**Cat spay: £171.00**

**Cat castration: £120.00**

**Written prescription: £30.00**

**Written prescription (for additional medication): £25.00**

To learn more about what we charge for our services, please **get in touch** with your local branch.

## Terms and conditions

You can read our full **terms and conditions** and **privacy policy** on our website.