



Thank you for registering with Portland Vets Horley. We are delighted you have chosen to register with us and look forward to meeting you and your pets soon. We have included some important practice information below;

Opening Hours

Mon - Fri: 8am-6:30pm
Sat: 9am-12pm

Telephone

01293 782684

Email

horley@portlandvets.co.uk

Address

8 Sangers Mews
Horley Row
Horley
Surrey
RH6 8DH

Website

www.portlandvets.co.uk

The Team

Dr Emma Tarrant MRCVS – Veterinary Surgeon
Charlotte Green MRCVS – Veterinary Surgeon
Jen Christopherson MRCVS – Veterinary Surgeon
Claire Booth RVN – Head Veterinary Nurse
Louise Astridge – Animal Nursing Assistant
Emily Clowsley – Student Veterinary Nurse
Laura Hanson – Student Veterinary Nurse
Carrie Clark - Receptionist

For pictures and information on our team visit the website or Facebook page!

Horley's Facilities and Services

- Vet Consultations
- Nurse Appointments
- Anaesthetics/Sedations
- Dental Procedures
- X-rays (including dental x-rays)
- Operating Theatre
- Ultrasound
- Separate Cat and Dog Wards
- In House Laboratory
- Dietary advice and prescription diets
- Large Car Park
- Socialisation Appointments – To encourage fear free visits to the vets!
- Home Visits
- Puppy Parties!

Health Care Plan

Our healthcare plan covers preventative healthcare treatment for your pet, including monthly flea/worming, annual vaccinations, 6 monthly health checks and nail clips! (It isn't an insurance policy). For more information, monthly prices and to sign up visit:

www.portlandvets.co.uk/what-we-do/pet-wellness-plans/

Prescriptions

In order to issue prescriptions, both written and repeat, the veterinary surgeon must have examined the patient within a suitable time frame (dependant on the drug requested and the patient's condition). Please allow 48 hours processing time when requesting a prescription. For written prescriptions we charge £15.46 (£11.66 for subsequent drugs for the same patient).

Pet Nutrition & Online Store

Pet nutrition is the cornerstone to a happy and healthy pet, so we take pride in stocking a variety of premium diets available for purchase at our surgery. In addition to our stock we are partnered with an online store that stock all major brands (including Burns, Arden Grange and James Wellbeloved) at up to 20% below RRP. When ordering through the online store before 5:30pm, food can be collected the next working day at the surgery. If you would like to discuss tailored nutritional advice for your pets needs, please don't hesitate to ask any member of the team.

Insurance

We recommend taking out an insurance policy for your pet to help cover unexpected costs. There are many different policies available, however we would recommend taking out a lifetime policy. This means should your pet require treatment for an illness or disease the insurance will cover this for the lifetime of your pet, not just a year. When making an insurance claim please complete the owner's section of the form in full, before dropping in to the surgery. We request you also bring with the form an addressed A4 envelope and large stamp for postage. Alternatively, you can pay a small administration fee.

Out of Hours & Emergency Care

Outside of our normal opening hours please contact Portland Vets East Grinstead on 01342 327799, who provide on-call service until 11pm Monday to Friday, and until 4pm on Saturdays.

Outside of these hours and on public holidays, your call will be routed to **The Veterinary Referral Centre** in Godstone. They are open 24 hours a day, 365 days a year and can be contacted on 01883 744812.

If you have any questions please don't hesitate to contact us!