



Unit 2, 1 Leith Avenue
Portchester - PO16 8HS



info@vet2cat.co.uk



vet2cat.co.uk



02394005093

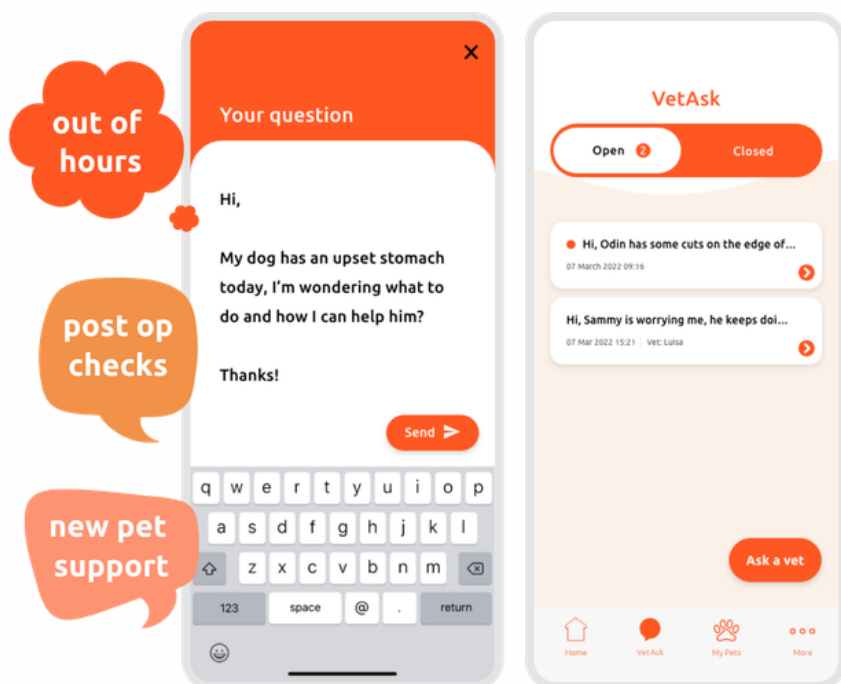


[@vet2cat](https://www.instagram.com/vet2cat)



[@vet2cat](https://www.facebook.com/vet2cat)

All registered Vet2Cat clients
have 24-7 access to free
veterinary advice from Vidivet -
simply download the app and
register day or night



Vet care for cats at home or at our clinic

We care



Opening times

The phone line is generally open 8.30am to 7pm Monday to Thursday, and 9am to 5pm Friday.

Our team is small, so we may not always be able to answer the phone during busy times. If your call is urgent, please try again straight away, or make use of the Vidivet app to receive a rapid response.

For non-urgent matters, we prefer you to contact us by text, WhatsApp or Facebook messenger. Otherwise leave us a voicemail or send an email. We'll get back to you as soon as we can. Thanks for your patience!

**NB: PLEASE USE THIS NUMBER FOR
WHATSAPP OR TEXT MESSAGES
07830341483**

This is our preferred contact method





Thank you for choosing Vet2Cat to care for your cat.

At Vet2Cat – The Clinic, a cat-friendly clinic designed to be calm and stress-free, our team provides personalised care: from check-ups and vaccines, to dentistry, surgery and imaging.

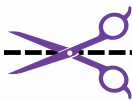
We also offer a unique home visit service just for cats—no carriers and no stressful trips. This helps keep your cat calm and comfortable.

We understand cats and are here to give your feline friend gentle, expert care. Thank you for trusting us—we're excited to be part of your cat's journey!

Refer a friend

If you appreciate the service provided by Vet2Cat, please tell a friend about us.

As an incentive, you and your friend can both receive a £10 voucher. To qualify, your friend must have booked a visit within 6 months of your first appointment with Vet2Cat.



YOUR VOUCHER **£10 OFF**

£10 WILL BE AUTOMATICALLY
CREDITED TO YOUR ACCOUNT
WHEN YOUR FRIEND BOOKS
AN APPOINTMENT WITHIN
6 MONTHS OF YOUR FIRST
APPOINTMENT



YOUR FRIEND'S VOUCHER **£10 OFF**

YOUR FIRST VISIT FROM
VET2CAT- VALID FOR 6
MONTHS AFTER YOUR
FRIEND'S FIRST
APPOINTMENT- QUOTE REF:
"FRIEND" and state your friend's
name



Extra help- just for you

Order your cat's medication and food directly by clicking the 'Order' option at www.vet2cat.co.uk. Products are delivered straight to your door. Vet2Cat will still need to approve any medication.



Vet Source



We are excited to offer exclusive access for our clients to **VidiVet**, giving 24/7 access to advice and support from experienced and friendly veterinary surgeons - at no extra cost.

Vidivet



Busy schedule?

We offer a limited drop-off service. Complete your cat's health form at home, drop them off in the morning, and pick up later. We'll do their full check-up while they relax in our cattery.



Clinic appointments

Consultations at the clinic will be available on a part-time basis initially. Please contact us for up-to-date availability.

Home visits

Pre-planned visits are arranged by appointment subject to availability. We currently offer visits on Mondays, Thursdays and Fridays, but these days may change over time, as the clinic develops.

Visits outside regular hours

Visits outside these times may be possible by prior arrangement only but will be subject to additional fees. This is in addition to the usual call-out fee according to the zone you live in.

Day-time emergencies:

If you feel your cat needs urgent attention during the day - call us and we can assess the situation over the phone. Alternatively, you can get free advice from Vidivet once you have downloaded the App (see previous page).

A 24/7 emergency service is also provided by The Lighthouse Pet Hospital based at Optivet Referrals in Havant. If you are not able to speak to us, you can call them directly.

The Lighthouse 24/7 A&E Pet Hospital

3 Downley Road

Havant, PO9 2NJ

Tel : 01243 765247





Out-of-hours emergencies

if you are concerned about your cat
when the clinic is closed you can:

- contact Vidivet via the App for their advice
- contact The Lighthouse 24/7 A&E Pet Hospital in Havant
(see previous page for contact info)



Transport

If you cannot drive yourself, there are taxis that are happy to take cats and also special pet taxi services. Here are some recommendations, there may be others available:

Uber Pets

Vet Nurse Jenny
07967 967 964
info@vetnursejenny.co.uk



Our Vaccination Policies



Appropriate vaccination is essential for the prevention and reduction of many diseases; in cats in the UK these are mainly 'Cat Flu' (Feline Herpesvirus and Feline Calicivirus), 'Feline Enteritis' – (a.k.a. Feline Panleukopaenia or Feline Parvovirus), and Feline Leukaemia Virus.

Not all cats need all of the above vaccines and boosters may not be needed every 12 months; we will discuss this with you as required.

For more information on our vaccine policy please refer to our website: <https://vet2cat.co.uk/vaccination-of-cats/>. Below are some webpages with further information:

www.wsava.org/guidelines/vaccination-guidelines

<http://www.abcdcatsvets.org/wp-content/uploads/2017/12/ABCD-matrixvaccination-guideline-2017.pdf>

Making vet care less stressful for your cat

If you expect your cat is to be particularly anxious, frightened or aggressive during a home visit or in-clinic consultation, please let us know in advance – a reduced cost 'meet and greet' visit or video consultation can be arranged so we can prescribe some pre-visit mild sedatives.





Vet2Cat services in your home

We can provide many veterinary services in the comfort of your own home, including sedation with oxygen support for various procedures, even minor skin-level surgery. For a full list, please visit our website.

Procedures requiring in-clinic treatment

Certain treatments, such as surgery under general anaesthetic, dental work, X-rays or hospital stays with intensive care, must be done at the clinic. If your cat needs these, we'll discuss options and provide a cost estimate.

Vet2Cat can transport your cat to our clinic if required, perform the procedure, and bring them home safely afterward.

You're also free to choose another vet. If so, we can send them your cat's medical records. However, any transport or follow-up care will be their responsibility, and you'll likely need to pay a new consultation fee. Any emergency care after the procedure must also be handled by the clinic you choose until your cat is fully recovered.



Our Terms and conditions (1)

Regulatory body

We are registered with, and regulated by, the Royal College of Veterinary Surgeons. Our practice registration number is 7637706.

We abide by the Code of Professional Conduct for Veterinary Surgeons and the Code of Professional Conduct for Veterinary Nurses.

Practice Insurance:

Everywhen
American Insurance Group UK Ltd
2 Minster Court
Mincing Lane
London
EC3R 7PD

Professional indemnity insurance:

The Veterinary Defence
Society Ltd.

Staff Safety

All Vet2Cat team members have the right to work in a safe and respectful environment. We reserve the right to withdraw our services if any staff are subjected to threatening behaviour, abusive language, or if the home environment is considered unsafe or unhygienic.

Liability for Damage

Vet2Cat cannot be held responsible for any damage or breakages that occur in your home as a result of your cat's behaviour during our visit.



Our Terms and conditions (2)



Fees

Our fees reflect the time spent with you (and if applicable, travel to your home), the expertise and vast knowledge of our feline-focused team and the cost of medical equipment, drugs, and supplies. They also cover clinic and transport overheads, required insurances, and professional registrations.

Lab fees include not just the lab's charge, but also the time and skill needed to take, prepare, interpret, and discuss results — often amounting to 30 – 60 minutes of work.

A list of our fees for callouts, consultations, vaccinations and euthanasia can be found on our website.

Estimates

- Any estimate of our fees will only be valid for 3 months from the date of being generated.
- Where requested, we may give a fixed fee or a range of fees for the provision of a specific service. These fees may be subject to change after 3 months.
- If it becomes apparent to us that while performing a procedure the fee quote is inadequate due to unforeseen circumstances, we will endeavour to contact you to explain additional unexpected costs. It is very important that you provide adequate contact numbers.



Our Terms and Conditions (3)



Deposits

To secure an appointment, we ask for payment of half of the expected consultation fee, and for home visits the full amount of the call-out fee as well, to paid in advance. This fee is non-refundable if:

- You cancel with less than 24 hours' notice
- You fail to attend in-clinic on time, or if no one is home when we arrive for a home visit
- Your cat is not present at the time of a home visit

For procedures estimated over £300, we may request a deposit of £250 or 10% of the estimate (whichever is more) before proceeding. For dental procedures, we require a non-refundable £250 deposit. This helps prevent last-minute cancellations, which can result in a full day's lost work. Please make sure your cat is indoors and ready on the day.

Payment

You agree to pay any remaining balance at the time of treatment. The only exception is if we have agreed to a direct insurance claim in advance requiring a pre-authorisation form, or a payment plan has been authorised by Claire Zentveld or the practice manager.

We accept payment by:

- Cash
- Debit/credit cards (via mobile device)
- Secure payment links (SMS, WhatsApp, or email)
- Bank transfer (BACS)
- Cheques (only over £75 and for long-standing clients)

Pet Insurance

Vet bills can add up unexpectedly. We recommend getting lifetime pet insurance with high or unlimited cover.

We can't advise on specific policies, but always read the T&Cs — some low-cost plans may exclude key items like home visits.

In most cases, you'll pay us directly, then claim back from your insurer (minus any excess or exclusions).

Our Terms and Conditions (4)



Pet Insurance cont'd

For large bills, direct claims may be possible if pre-authorised by your insurer. We can assist with paperwork.

Please note: We charge a £25 admin fee for initial insurance claims and £10 per continuation claim, which is usually non-reclaimable.

Ordering medicines

As a small clinic, we don't hold large medicine stocks. We can usually order medications for next working-day delivery and offer posting or bike courier options.

Please give at least five working days' notice for repeat prescriptions.

You can also order prescription medicines directly via our website shop: vet2cat.co.uk/order-food-meds (subject to vet approval).

Alternatively, we can issue a written prescription for online pharmacies — the fee is £20.50 per item.

Use of unauthorised medicinal products

There are fewer licensed veterinary medicines for cats compared to dogs. A licensed medicine has been approved for use in specific species and conditions after extensive research. Because of this, we may need to prescribe unauthorised medication for your cat — for example, products licensed for dogs, humans, or for different conditions or routes of administration. We will always ask you to sign a consent form before using any unauthorised medication.

Our Terms and Conditions (5)



Complaints

We aim to provide excellent care. If you're unhappy with any aspect of our service, please contact us directly so we can resolve the issue. Written complaints are preferred:

email: info@vet2cat.co.uk

post: Vet2Cat – The Clinic, Unit 2, 1 Leith Avenue, Portchester, PO16 8HS

As a small independent business, public complaints can be very damaging. We kindly ask that you speak to us first.

Second opinions and referrals

You are welcome to seek a second opinion. With your consent, we will share your cat's clinical records as needed. Referrals to specialists can be suggested by us or requested by you. These must be arranged through Vet2Cat — you cannot book directly with the specialist.

Records & data access

Vet2Cat owns all clinical records, but you are entitled to copies upon request, including diagnostic images. Under GDPR, you also have the right to access any personal data we hold.

GENERAL DATA PROTECTION REGULATIONS

We value your privacy and take steps to ensure any personal data we collect is protected. In summary, we use your personal data in order to provide the services above for your pet(s). If you would like to receive a copy of our full GDPR policy, we can mail or e-mail it to you upon request.



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