

Procedure Deposit Terms & Conditions

From the 1st April 2022 all Scarsdale Vets procedure bookings will require a deposit. For procedures estimated to be under £500, you will be asked to pay a £30 deposit. For procedures estimated to be £500 and over, you will be asked to pay 50% of the higher end of the given estimate.

Deposits payments cannot not be used against other outstanding balances and must be kept for the procedure they were taken for. If more than one pet is being booked in for a procedure with the same family, you will need to pay one deposit per procedure.

Insured Patients

Patients with direct claims will not need to pay a deposit at the time of booking. However, the direct claim must be approved with our insurance department prior to the booking being made.

Patients with indirect claims are required to follow the deposit system as above.

Cancellations and Re-booking

If you would like to cancel a procedure within 48 hours of the day, the deposit will not be refunded.

If it is prior to this time, a full refund of the deposit can be issued. If you previously made the deposit payment by card, we will refund the deposit back onto the same card.

If you wish to rebook a procedure for a new date, the deposit can transfer to this new date. The rebooking of a new date must be done within one week of the original procedure other wise the deposit will be lost. The new procedure can however be further than one week away.

