

January 2026

Community Veterinary Clinic Terms and Conditions

About us

The Mayhew Community Veterinary Clinic is a charitable veterinary service providing a limited range of preventative veterinary interventions. These services include; neutering, vaccinations, microchipping and parasite control treatments (flea and worming).

Dental procedures are provided on a limited, case-by-case basis only, where significant dental disease is identified by our veterinary team during another clinical intervention (such as a vaccination or neutering appointment) and is deemed necessary to protect the animal's health and welfare. The clinic does not offer routine or self-referral dental services.

Registration with a private veterinary practice

To access free preventative veterinary care at Mayhew, clients must confirm that their animal is registered with a private veterinary practice for all other aspects of care, including illness, injury, ongoing medical management and emergencies.

Mayhew provides limited preventative services only and does not offer full-service or ongoing veterinary care.

Eligibility

To receive our Veterinary Interventions, you must self-declare that you meet our [eligibility criteria](#), be legally responsible for the animal, over 18 years of age and you must live in one of the following five London boroughs:

- Brent, Ealing, Hammersmith & Fulham, Kensington & Chelsea, Westminster

Medical history

Where an animal has previously been registered with another veterinary practice, relevant medical history must be provided prior to booking an appointment. This information is required to ensure safe clinical decision-making and to provide clarity regarding the scope and limitations of the services offered by Mayhew. Failure to provide relevant medical history may result in an appointment being delayed or declined.

Imported animals and Brucella risk

Animals imported from, or that have travelled to, countries considered to be at risk for *Brucella canis* must provide documented evidence of a negative Brucella serology result before an appointment can be offered.

This requirement is in place to protect animal, staff and public health.

Mayhew reserves the right to decline services where appropriate documentation is not provided.

Opening hours

Clinic opening hours: Tuesday to Saturday 9am -4.00pm

Closed on Sundays. Open on Mondays only for prebooked neutering appointments.

Neutering appointments: Monday to Friday.

Neutering appointments are managed via an online waiting list, which can be accessed through our website.

Alternatively, clients may contact the clinic by telephone on 020 8962 8017 or by email at

vetclinic@mayhewanimalhome.org.

Vaccination Clinic: Saturday from 9:30am to 1pm by appointment only.

Vaccination appointments can be made by calling 020 8962 8017 or email vetclinic@mayhewanimalhome.org.

The opening times listed are for access to general enquiries, pre-booked appointments or repeat prescriptions (if applicable). All other veterinary needs for example illness and or injury will be redirected to an alternative provider.

Prices and limitations to free veterinary services (interventions)

For eligible clients, our cat and dog veterinary interventions are free of charge. Vaccinations are limited to our core vaccination protocols and guided by the vaccine manufacturers recommendations.

Each pet is entitled to one initial vaccination course of 2 vaccinations and an annual booster. If the annual booster is missed and a restart is required owners will be asked to contribute to the cost of restarting the vaccination course. See our current price list for more details.

Owners are responsible for remembering and booking an annual booster. If an appointment is not available at Mayhew owners may need to seek vaccinations elsewhere.

For a period of 12 months after a patient has been examined, parasite control products are available for purchase and prices are available on request. We reserve the right to use our clinical judgement in the provision of these services.

Neutering and microchipping requirements

- All registered dogs and cats must be neutered at the first opportunity after registration and clients must agree to this.
- If not neutered after being given an opportunity to do so, they will no longer be permitted to access our services until such time that proof of neutering is received.
- Exceptions may be permitted if our veterinary surgeons consider a procedure or treatment to be unsuitable for the patient at that time.
- Since 6th April 2016 it has been a legal requirement for all dogs to be microchipped by 8 weeks of age.
- From 10th June 2024 it has been legal requirement for all cats to be microchipped by 20 weeks of age.
- Un-microchipped animals will be microchipped at the time of neutering unless the owner is in possession of a valid exemption certificate.

Out of hours and emergency cover

In the event of an emergency relating to a procedure carried out at Mayhew, please contact the Blue Cross Victoria 0300 777 1890. In order to allow your animal to be seen in a timely fashion you must call before taking your animal in. This service operates between the hours of 5pm and 8am Monday to Saturday and all-day Sunday.

Please note that any costs incurred will need to be paid in full by you. The level of charges will depend on your financial situation. In addition, under no circumstances will we pay for any veterinary fees.

In-patient care

During our normal working hours, we have trained veterinary staff to supervise and participate in the care of our in-patients. We do not have qualified veterinary staff on site 24 hours a day. Any patients deemed to require overnight veterinary care, or monitoring, will be transferred to our out-of-hours (OOH) service. Any associated costs are the full responsibility of the owner. This would include any additional postoperative care required.

Any patients who have not been collected by owners on the day of surgery, at the prearranged discharge time, will stay on site overnight or be transferred to our OOH provider and an additional overnight charge will be applied on collection.

Veterinary training

Student veterinary surgeons and/or student veterinary nurses may be involved in the care provided to your animal. Any such involvement will be strictly under the direction or supervision of a registered veterinary surgeon, as laid down by the code of conduct of the Royal College of Veterinary Surgeons.

Payment of non-free services

- Any fees incurred must be paid in full at the time of consultation or upon discharge following surgery or hospitalisation.
- Historical debts must be paid in full prior to any further veterinary service being provided.
- You will be provided with an estimate of the likely costs of treatment once the veterinary surgeon has examined your animal. Please understand that any estimate can only be approximate, as the treatment to be provided will vary according to how your pet responds.
- We accept cash, debit card and credit card payments.

Refusal of treatment

Mayhew may decline to permit the registration of any animal at their discretion, for example if they believe the owner is breeding from the animal. Mayhew reserves the right to refuse treatment to any animal including for non-attendance of appointments. This decision may be taken prior to seeing an animal, or after any incidence with either the pet or owner. First aid and treatment to prevent suffering will be offered to animals before referring on to an alternative care provider, if necessary.

Number of animals

There is no limit on the number of animals per household that may access our **neutering services**, provided all other eligibility criteria are met.

For **vaccination clinics**, a maximum of three animals may be registered at any one address at any one time. Mayhew must be informed of the death, loss or rehoming of any pets prior to a new animal being registered for vaccination services. Owners are not permitted to swap pets on and off the system. Once an animal is removed from the system it will only be returned if the owner has fewer than three pets registered for vaccination services.

In cases where new pets are being frequently registered for vaccination services, or where there is any suspicion of breeding, owners may be required to wait six months before registering a new pet, unless they can provide a veterinary history showing their pet died or was euthanised.

Prescriptions

This practice only issues prescriptions for **parasite control products (flea and worming)**. We do not issue prescriptions for any other medications.

Prescriptions for parasite control may only be issued **at the time of a vaccination or neutering appointment**, where the animal is under our care and has been clinically examined.

Where appropriate, prescriptions may be issued to cover **up to 12 months of parasite control products**, based on the animal's weight, health status and the veterinary surgeon's clinical judgement.

A fee is payable for the issue of a written prescription. Current prices are available on request.

Requests for prescriptions outside of these appointments, or for animals not currently under our care, cannot be accommodated.

Failure to attend appointments

Our services are in high demand. In order to ensure we can help as many animals as possible it is vital that you give as much notice as possible. Notice should ideally be given by email. Where less than three working days' notice is given Mayhew reserves the right to charge a rebooking admin fee. See our current price list for more details. This will need to be paid before a new appointment can be booked. In cases of persistent non-attendance Mayhew reserves the right to refuse further treatment.

How we use your information

If you register to receive veterinary services for your animal(s), Mayhew will keep your details. We need to keep a record of your name and address, what animals you own and how to contact you if we need to. We will also record details of your animal's treatment. Your personal data will be treated in confidence, fairly and lawfully, and comply with GDPR regulations. We will not use your personal data for anything else and won't provide it to others unless you say we can. Full details of our privacy policy are available at <https://themayhew.org/privacy-policy/>. Print copy is available on request.

Ownership of records

Clinical notes and similar are the property of, and are retained by, the practice for a minimum of seven years. A copy of your pet's records may be sent to another veterinary practice, other veterinary professionals, pet insurance companies or yourself. In accepting these terms and conditions, you agree that Mayhew may share your pet's clinical record with other clinicians and their organisations, when necessary for the treatment of your animal(s).

Ownership of radiographs and similar records

During your pet's treatment, we may have taken radiographs or similar diagnostics such as ultrasound scans. Even though you may have incurred a charge for carrying out and interpreting these, the ownership of the resulting record, for example a radiograph, will remain the property of Mayhew. Images will be shared on request to another veterinary practice.

Complaints

We hope that you will never have recourse to complain about the standards of service received from the Mayhew Vet Clinic. However, if you feel that something has happened that you feel is unsatisfactory, please tell us. We take complaints very seriously.

Most problems can be sorted out quickly and easily. The best way to do this is to discuss it with the person who is looking after your pet at the time of the problem. If this hasn't resolved the problem and you would like to complain formally, then let us know as soon as you can by:

- Emailing us at: vetclinic@mayhewanimalhome.org
- Writing to us at: Mayhew Community Vet Clinic, Trenmar Gardens, Kensal Green, NW10 6BJ

It is better to contact us as quickly as possible, so please try to write to us within 2 weeks. This gives us the best opportunity to investigate and resolve the issue.

Please include the following information to help us in investigating the problem:

- Your name, address and pet's name.
- What happened? Tell us about the nature of the complaint.
- When did this happen?
- Who was involved?
- What would you like the outcome to be?
- Please let us know how you would prefer to be contacted e.g. letter, phone call, email, etc.

What we will do

We will acknowledge your complaint within 3 working days and we will let you know who is dealing with your complaint, and when you can expect to receive a reply.

In most cases we hope to give you a full reply within 14 working days, but if it is going to take longer we will get in touch to give you to let you know what is happening. When we look into your complaint, we will:

- Find out what happened and what went wrong.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

If you feel this doesn't resolve your complaint: we hope that if you have a concern, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. This does not affect your right to approach the Royal College of Veterinary Surgeons at the below address: Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF <https://animalowners.rcvs.org.uk/concerns/>

We are regulated by the Royal College of Veterinary Surgeons (RCVS). Visit <http://rcvs.org.uk> for further details.

General

We may change any of these terms and conditions from time to time without notice. Your statutory rights as a consumer are not affected by anything in these terms.

Contact information

Telephone: 020 8962 8017

Email: vetclinic@mayhewanimalhome.org

Address: Mayhew, Trenmar Gardens, Kensal Green, London, NW10 6BJ