

Terms & Conditions

Feline Hyperthyroid Clinic

Version date: 3 June 2026

Thank you for choosing Feline Hyperthyroid Clinic for your cat's radioiodine treatment. Please read these Terms and Conditions carefully. By booking an appointment or registering your cat with us, you confirm that you have read, understood, and agree to be bound by the terms set out below. If you have any questions before proceeding, please do not hesitate to contact us.

1. About Us

Feline Hyperthyroid Clinic is a specialist referral centre providing radioiodine (I-131) treatment for cats with hyperthyroidism. We are located at:

Feline Hyperthyroid Clinic

4 Maple Court

Davenport Street

Macclesfield

SK10 1JE

info@felinehyperthyroidclinic.co.uk

2. Referrals and Admissions

We operate as a dedicated referral centre. We ask that all patients are referred to us by their primary care veterinary surgeon prior to admission. On accepting a referral, we will liaise with your vet to obtain a relevant clinical history and any recent diagnostic results.

We reserve the right to decline or defer treatment where, in our clinical judgement, radioiodine treatment is not appropriate or safe for your cat at that time. In such cases we will communicate this promptly to you and to your referring vet, and no treatment charge will be levied.

By proceeding with referral and admission, you confirm that you are the owner of the cat, or that you have the owner's express authority to consent to veterinary treatment on their behalf.

3. Clinical Consent

Written consent will be requested from you before your cat's admission for radioiodine treatment. This consent covers the administration of I-131 and any associated monitoring, nursing care, and diagnostics carried out during the hospitalisation period.

Radioiodine treatment involves the use of a controlled radioactive substance. Your cat will be required to remain in our licensed facility for a minimum period following treatment, as required by the relevant radiation protection legislation and as determined by our Radiation Protection Adviser. This period depends on your cat's individual radiation readings after treatment.

In the event of a clinical emergency during your cat's stay, we will always act in the best interests of your cat's welfare. We will make every reasonable effort to contact you before undertaking additional interventions, but where this is not possible, necessary emergency treatment will be carried out without delay. Additional charges may apply.

4. Fees and Charges

Our fee schedule is available on request and is inclusive of the radioiodine treatment, standard hospitalisation for the required radiation clearance period, nursing care, food and all medication while your cat is with us.

The following additional charges may apply and will be discussed with you where possible before they are incurred:

- Pre-treatment diagnostics (e.g. blood tests, blood pressure measurement, cardiac assessment) where these have not been completed by your referring vet within an acceptable timeframe
- Additional diagnostics or treatments required due to concurrent disease identified during hospitalisation
- Extended hospitalisation beyond the standard period
- Medications dispensed at discharge

All fees are subject to VAT at the prevailing rate. A written estimate will be provided on request.

5. Payment Terms

A non-refundable deposit is required to secure your cat's admission date. The amount will be confirmed at the time of booking. The deposit will be deducted from your final invoice.

The outstanding balance is due in full at the time of your cat's discharge. We are unable to release your cat until the account has been settled, except where a direct insurance claim has been pre-authorised in accordance with Section 6 below.

We accept the following methods of payment:

- Credit and debit cards
- Bank transfer (BACS) — payment must be received and cleared prior to discharge
- Cash

We do not accept American Express or cheques.

If you have concerns about your ability to meet the cost of treatment, please speak to us before your cat's admission date. We are happy to discuss your circumstances in confidence. Please note that we are unable to offer payment plans as a matter of routine.

6. Pet Health Insurance

We strongly encourage pet owners to hold appropriate insurance for their cat. It is your responsibility to understand the terms, limits, and exclusions of your policy and to ensure that radioiodine treatment is covered before proceeding.

We will consider direct insurance claims (where we invoice your insurer directly) subject to the following conditions:

- Pre-authorisation of the claim has been obtained from your insurer prior to admission
- You provide written authorisation for us to communicate with your insurer regarding your cat's treatment
- Any policy excess or co-payment is settled by you at the time of discharge

Agreement to pursue a direct claim does not transfer financial liability to Feline Hyperthyroid Clinic. If your insurer declines or reduces the claim for any reason, you remain fully responsible for all outstanding fees. The insurance policy is a private contract between you and your insurer, and we are unable to mediate or intervene in any dispute with your insurer.

We allow 30 days from submission of a completed claim form for settlement by your insurer. If payment has not been received within this period, we reserve the right to request that you settle the account directly and reclaim from your insurer independently.

7. Cancellation and Rescheduling

We understand that circumstances can change. If you need to cancel or reschedule your cat's admission, please notify us as soon as possible.

The following cancellation terms apply:

- Cancellation more than 14 days before the scheduled admission date: your deposit will be held and may be applied to a rescheduled appointment within 6 months.
- Cancellation between 7 and 14 days before admission: the deposit is non-refundable and cannot be transferred.
- Cancellation within 7 days of admission, or failure to attend without notice: the deposit is forfeited and an additional late cancellation charge may apply to cover costs already incurred.

We reserve the right to cancel or defer an admission if, on clinical assessment, we do not consider it safe or appropriate to proceed. In this circumstance your deposit will be refunded or transferred to a new date at your preference.

8. Clinical Records

All clinical records, diagnostic samples, images, and results generated during your cat's care at Feline Hyperthyroid Clinic remain the property of the practice.

A written clinical summary and copies of all relevant laboratory results will be forwarded to your referring veterinary surgeon following discharge. If you would like copies sent to an additional veterinary practice, please let us know.

You may request to view your cat's clinical records by contacting us in advance to arrange an appointment. Requests will be handled in accordance with applicable data protection legislation.

9. Post-Treatment Monitoring and Follow-Up

Radioiodine treatment requires follow-up blood tests to confirm treatment success and assess your cat's ongoing thyroid status. We will provide you with a recommended follow-up schedule at discharge.

Post-treatment monitoring will be carried out by your referring veterinary surgeon. We are happy to liaise with your vet to support ongoing monitoring.

It is your responsibility to ensure that follow-up testing is arranged and completed.

10. Feedback and Complaints

If you were not happy with our service, please tell us. We are committed to providing the highest standard of care and client service. If you have feedback, whether positive or critical, we welcome hearing from you.

If you wish to raise a formal complaint, please do so in writing within 28 days of the matter arising, addressed to the Clinical Director at:

Feline Hyperthyroid Clinic

4 Maple Court, Davenport Street, Macclesfield, SK10 1JE

Email: info@felinehyperthyroidclinic.co.uk

We will acknowledge your complaint promptly and aim to provide a full written response within 28 days.

11. Amendments to These Terms

These Terms and Conditions may be updated from time to time. The current version will always be available from the practice on request. No verbal modification of these terms by any member of staff shall be binding unless confirmed in writing by the Clinical Director.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.