

## Helpful guidelines from your Dignipets Vet Team

### Home visits and Covid

Masks are not compulsory anymore, and it is a personal choice to wear one. If you prefer the vet to wear a mask in your house they will. Equally the vet may prefer to wear a mask during the visit. If you have Covid within the household, we would appreciate it if you could let our team know so that we can take extra precautions to protect our team.

### Communication

Dear Pet Parent Thank you for choosing to get in touch with Dignipets, our team will be here to help you through this difficult time. We are available for urgent visits 7 days a week, from 7am until 6pm. For non-urgent enquiries and bookings our reception is open weekdays 7am to 6pm. You can reach us via phone, [chat](#) or email (daytime only). The phone number is 0333 3208731, and the email address is [info@dignipets.co.uk](mailto:info@dignipets.co.uk) . If you need to cancel a visit, there is no cancellation fee providing the vet has not already set off.

Should your pet deteriorate overnight when our team is not available, please contact your own veterinary surgery, or alternatively contact or contact the out of hour surgery on your booking email. They do not provide home visits.

### If your house is difficult to find with sat nav

You can give directions to our team ahead of the visit. This is especially important in areas with poor mobile reception. If the vet is due to arrive during the hours of darkness, we ask that you turn a porch or outside light on.

### During the visit

It might be a good idea to have your mobile phone on silent once the vet has arrived to avoid being disturbed during the visit.

For our visit the vet would have to give a small injection to make your pet feel lovely and sleepy. Are you able to hold and reassure them for this? It can help (if they are still eating) to offer treats as a distraction so please avoid overfeeding before the vet comes.

We have also have a “do not disturb” sign for you that you can print out and hang on the door if you wish – [click here](#)

### Afterwards

[Afterwards](#) (if not home burial ceremony) We ask that you let us know if you are not able to help carry your pet. Our vets carry blankets with them to wrap your pet in, and a stretcher or bed for larger pets. If you would like the vet to take your pet into her care to arrange cremation for you, it may be a good idea to leave space on your drive for the vet’s car.

Payment is expected either in advance or at the time of the visit. In most cases the vet will be able to accept cash or card payments. We are not able to do direct insurance claims, or payment plans.