



Welcome Pack



www.novavets.co.uk



ABOUT US

We're delighted to welcome you and your pet to our independent veterinary practice in Newport, Shropshire. Whether this is your first visit or you're returning to us, we're here to make sure you feel informed, supported, and confident in your pet's care.

Nova Vets was born from a shared vision between three local veterinary professionals Samantha, Kate and Anley to create something independent, community-focused and rooted in high-quality, compassionate care.

Having worked in both corporate and independent practices, we understood what matters most to us: trust, time, continuity and genuine care.



We wanted to build a space where clients could feel heard, where pets felt calm and safe and where clinical decisions were made for the right reasons, by the people who know you.



Our team is made up of experienced vets, nurses, and support staff. We take pride in building long-term relationships with our clients, getting to know your pet's personality not just their medical history and communicating clearly and honestly about their care.

Thank you for choosing Nova Vets.

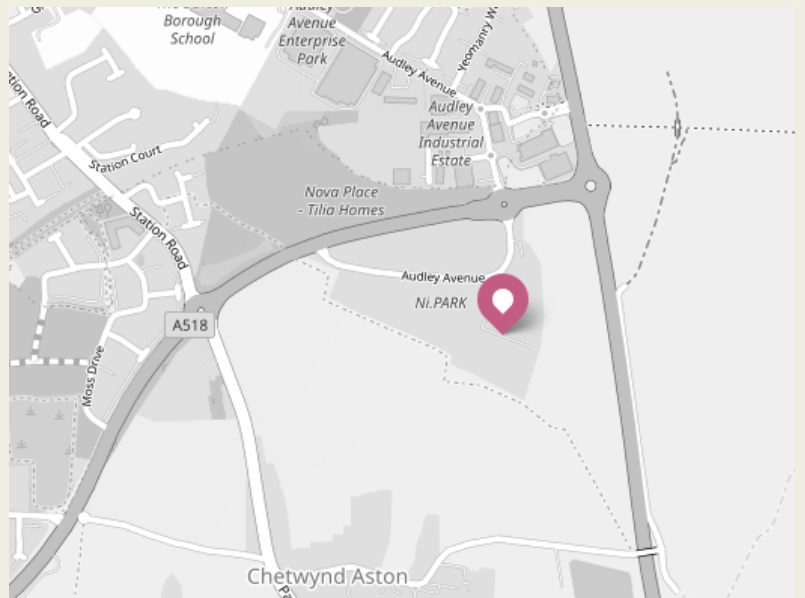
WHERE ARE WE LOCATED?

We are located on the NiPark in Newport, Shropshire.

Our practice is close to the A518 and A41 (Newport Bypass), giving great access for pet owners in Newport, Telford, Chetwynd Aston, Church Aston, Edgmond, Forton, and beyond.

Address: Nova Veterinary
Centre, Unit 6c, NiPark,
Shropshire, TF10 9LH

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Our Opening Hours

Monday	8:30 – 18:30
Tuesday	8:30 – 18:30
Wednesday	8:30 – 18:30
Thursday	8:30 – 18:30
Friday	8:30 – 18:30
Saturday	9:00 – 12:00
Sunday	Closed



OUR SERVICES

Our Routine Vet Care services are designed to keep your pets healthy, happy, and protected at every life stage. Whether you've just brought home a new puppy or kitten or you're supporting your pet into their golden years, our friendly and experienced team is here to help.

Consultations

We pride ourselves on ensuring our consultations are personalised and not rushed, allowing us to take the time to get to know both you and your pet. We believe every pet is unique, so our vets focus on listening carefully to your concerns, carrying out thorough examinations, and discussing treatment options tailored to your pet's individual needs.

Nurse consultations

Our knowledgeable and approachable veterinary nurses work alongside our vets offering a range of nurse consultations to support your pet's ongoing care. These include health checks, weight management, post-operative checks, and advice on nutrition, parasite prevention, and general wellbeing.

Preventative healthcare

Preventative healthcare is at the heart of what we do.

We offer routine vaccinations, parasite prevention, regular health checks, and tailored advice to help detect potential problems early and keep your pet healthy throughout their life.



OUR SERVICES

Home visits

For pets that find travelling or visiting the practice difficult, we offer home visits where appropriate and wherever we can. We do our best to accommodate this where feasible. This service can be particularly helpful for elderly pets or owners with mobility challenges, allowing your pet to receive care in the comfort of their own home.

Separate dog and cat facilities

We understand that visiting the practice can be stressful for some pets, so we provide separate waiting areas and kennels for dogs and cats. This helps create a calmer environment and reduces anxiety for both pets and their owners during visits and hospital stays.

Pet travel

We provide pet travel services, Animal Health Certificates (AHCs), to help make travelling abroad with your pet as smooth as possible. Our team can guide you through the requirements, ensure all paperwork is completed correctly, and advise on necessary vaccinations and treatments.

Cat friendly Silver Status

We are proud to be a Cat Friendly Silver Status practice, recognising our commitment to providing a calm, considerate, and cat-focused experience. Our team is trained in gentle handling techniques, and our facilities and procedures are designed to minimise stress for our feline patients.



NOVA PET WELLNESS PLAN

Our Nova Pet Wellness Plan takes care of a range of routine procedures including vaccinations, parasite treatments, nail clipping and weight checks, for year-round cover that's more affordable for pet owners.

Dogs: from £17.50*

Annual vaccinations & health check including kennel cough

Annual health check with nurse

Year-round flea, tick and worming treatments

Microchip (or £10 voucher if already chipped)

Unlimited nurse consultations for

nail clips and anal glands

10% off neutering

Cats: £16.50*

Annual vaccinations & health check

Annual health check with nurse

Year-round flea, tick and worming treatments

Microchip (or £10 voucher if already chipped)

Unlimited nurse consultations for nail clips

10% off neutering

Rabbits: £16.50

Annual vaccinations & health check

Annual health check with nurse

Annual fly-strike prevention

Twice yearly internal parasite treatment

Unlimited nurse consultations for nail clips and weight checks

10% off neutering



***home delivery is available for a £2 surcharge**



ADVANCED CARE & SURGERY

We believe every pet deserves access to the very best care, especially when their needs go beyond the basics. That's why we offer a full suite of advanced veterinary services.

Diagnostic imaging

We use advanced imaging techniques, including digital X-rays and ultrasound, to get clear, accurate insights into your pet's health quickly and noninvasively.

In-house laboratory

Rapid results mean better, faster treatment decisions. Our on-site lab gives us the ability to run blood work, urinalysis, and more. Our external laboratory also provides us with next day analysis.

Surgery

We perform both routine and complex veterinary surgery procedures using modern equipment and gold-standard surgical techniques. We tailor every surgical plan to your pet's specific needs, and we never compromise on care. Our experienced team will guide you through the whole pet surgery process, explain everything clearly, and be there for you and your pet every step of the way.

Soft-tissue procedures are some of the most common surgeries we perform.

These include:

- Lump removals
- Spaying and neutering
- Bladder surgery
- Gastrointestinal procedures
- Wound repair
- Ear and eye surgery

ADVANCED CARE & SURGERY

Orthopaedic surgery

Orthopaedic procedures treat issues affecting your pet's bones, joints, and ligaments, such as cruciate ligament repair, fracture repairs, and patella luxation surgery.

We work with visiting orthopaedic surgeon, Dan Bell, who is a trusted, highly qualified surgeon who brings expertise directly to our clinic. This means your pet can get advanced care in a familiar environment, without the stress of travelling further afield.



How much does pet surgery cost?

We're committed to fair, transparent pricing, with no hidden fees. The cost of surgery depends on the type of procedure, your pet's size, and whether specialist support is needed. We will always provide a clear, upfront estimate before any procedure and are always happy to explain what's involved.

Referral

If your pet's condition requires specialist investigation or advanced treatment, we work closely with a trusted network of referral centres and veterinary specialists. Where appropriate, we can arrange referral for complex conditions such as neurological disorders, and cases requiring corrective surgery. We can also refer your pet for supportive therapies, including physiotherapy, hydrotherapy and behaviour.

GENERAL INFORMATION

Insurance

Accidents and illnesses can unfortunately happen at any time. Pet insurance can help ensure that decisions about your pet's care are based on what is best for them, rather than financial constraints at a difficult moment. We believe pet insurance is an important part of responsible pet ownership and a valuable investment in your pet's health and wellbeing, offering reassurance that the most appropriate treatment options are available when needed.

Specialist investigations and treatments at veterinary referral centres can sometimes cost several thousand pounds, but in many cases, they are essential for diagnosing and managing complex conditions.

We may be able to offer direct insurance claims with selected providers. If you need to make a claim, please contact our team, who will be happy to provide guidance and further information.

Written prescriptions

Clients may choose to obtain Prescription Only Medicines – Veterinary (POM-V) directly from Nova Vets or request a written prescription to purchase the medication from an online pharmacy. POM-V medicines can only be prescribed for animals that are under our care. (Please note that a written prescription may not be appropriate in certain circumstances, such as when your pet is an in-patient or requires immediate treatment.)

As a general policy, pets requiring repeat prescriptions are re-examined every six months, although this may vary depending on individual circumstances. Further information regarding medicine pricing is always available from our team.



GENERAL INFORMATION

Online booking

You can book an appointment online via our website. We try and be as flexible as possible with appointments and times, so please do give us a call if you cannot find what you need online. Surgeries/procedures must be booked by contacting reception.

Sustainability

At Nova Vets, we recognise the importance of protecting the environment for future generations of pets and people alike. We are actively working to reduce our environmental footprint across all areas of the practice while maintaining the highest standards of animal care.

Our efforts include minimising waste through careful stock management, increased recycling, and reducing single-use plastics where safe and practical to do so. We make greater use of digital systems for client communication, reminders, and medical records to significantly reduce paper consumption.

We also consider sustainability when choosing suppliers, products, and services, prioritising those that demonstrate responsible manufacturing, packaging, and ethical practices.

Energy efficiency is another focus, with ongoing improvements to lighting, equipment uses, and daily processes within the practice.

By regularly reviewing and refining the way we work, we aim to make environmentally responsible choices part of our everyday care, supporting your pet's health while also caring for the wider world around us.

OUT OF HOURS

The wellbeing of any pet is always our top priority. For this reason, we do not keep animals on site overnight. We believe that unless we can provide round-the-clock, in-person monitoring, it would not meet the standard of care we want for our valued clients and patients.

To support clients outside of our opening hours, we offer a complimentary service called Vidivet for all our actively registered clients. With Vidivet, a client can speak directly to a qualified veterinary surgeon at any time of the night, as often as they need. If the vet feels a pet should be seen urgently, they will advise to go to MiNight Veterinary in Wellington, where dedicated overnight care is available. Their caring team of vets and nurses are trained and ready to provide your pet with the same, excellent care that you expect from us.

You can ring them directly on **01952 453300**. Their address is:

MiNightVet, 78 Haygate Road, Wellington, Telford, Shropshire, TF1 1QN

Vidivet

VidiVet is a free app you can download to your smartphone or tablet, giving you access to personalised veterinary advice whenever our practice is closed. Please contact us for a direct link.

Whether you're unsure if your pet needs to see a vet urgently, have a question about a new symptom, or simply want some reassurance out of hours, VidiVet allows you to send videos, photos, or messages directly to experienced UK-registered vets. You'll receive a response within minutes to help guide your next steps.



PRICING

Pricing can vary for procedures including diagnostic imagery and in-house laboratory testing, orthopaedic or soft-tissue surgeries or ongoing support for pets with chronic conditions. Our friendly team is on hand to discuss your pet's individual needs and what you can expect in terms of pricing for specific treatments or procedures. Just give us a call.

Pet Vaccinations

Standard Price

Dog and cat boosters – £59.50

Dog booster with kennel cough – £75

Puppy and kitten primary courses – £79.50

Rabbit vaccinations – £80

Consultations

Standard Price

Vet Consultations – £49.50

Standard Price

Nurse Consultations – £19.50

Pet Neutering

Standard Price

Cat castration – £99.75

Cat spay – £136.50

Dog castration – from £252

Bitch spay – from £309.75

Rabbit castration – £126

Rabbit spay – £147

Written Prescriptions

Standard Price

£21

Standard Price

Additional item* – £10

*at time of primary prescription only

Pet Microchipping

Standard Price

£21



NOVA VETS TERMS & CONDITIONS

1. General

These Terms & Conditions govern all sales of goods and services by Nova Veterinary Centre (“we”, “us”, “our”) to the client (“you”, “your”). By requesting our veterinary services or purchasing products, you agree to these terms.

2. Fees & Payment

- All consultation, treatment, surgery, and medication fees are payable at the time of service or collection unless agreed otherwise in writing.
- We accept payment via: cash, personal visa and MasterCard only and approved insurance direct claims (subject to prior arrangement).
- Estimates are available on request and are valid for 30 days. Please note that treatment costs may vary depending on clinical developments.

3. Late payments

Be aware that if you have an unpaid account that is over 14 days old, you will be charged a late payment fee. Continued non-payment will result in the initiation of a formal debt recovery process.

Late payment fees:

- Outstanding balance 0 – £100 = £15.00
- Outstanding balance £101 – £500 = £45.00
- Outstanding balance £501 – £1000 = £75.00
- Outstanding balance over £1001 = £110.00

By registering with our practice, you are agreeing to these terms. We reserve the right to collect any debt accrued through a 3rd party debt collector.

4. Insurance

- It is your responsibility to ensure your pet’s insurance is active and suitable for the condition or treatment.
- Direct claims may be available by prior agreement, subject to insurance approval and a signed claims consent form.



NOVA VETS TERMS & CONDITIONS

- A fee will be charged for direct claims per condition.
 - All excess fees and non-covered costs must be paid by you.
5. *Prescriptions & Medications*
- Written prescriptions are available upon request and may incur a fee.
 - Prescription medications are only dispensed following a consultation or valid clinical assessment.
 - Medications and consumables are non-returnable once dispensed unless defective or faulty.
6. *Appointment & Cancellation Policy*
- Please arrive promptly for your scheduled appointment. Late arrivals may need to be rescheduled.
 - We kindly request a minimum of 24 hours' notice to cancel or rearrange appointments.
 - Missed appointments may incur a cancellation fee.
7. *Returns & Refunds*
- Retail items (toys, accessories, food) may be returned within 14 days of purchase if unused, in original packaging, and with proof of purchase.
 - Returns are not accepted for perishable or opened goods unless faulty.
 - Refunds for cancelled services may be issued in line with clinical discretion and timing of cancellation.
8. *Ownership of Records*
- Clinical records remain the property of Nova Veterinary Centre but copies can be shared with clients or other veterinary professionals upon request.
 - We may charge a fee for administrative tasks such as duplicate certificates or extended reports.
9. *Liability*
- While every care is taken, Nova Veterinary Centre is not liable for any indirect or consequential loss, or for injury caused by the actions of animals under your care.

NOVA VETS TERMS & CONDITIONS

- We accept no liability for any damage caused by failure to follow medical advice or post-treatment instructions.

10. Behaviour & Safety

- Owners are responsible for keeping their pets under control and safe while on the premises.
- We reserve the right to refuse service in the event of aggressive or abusive behaviour toward staff or other clients.

11. Complaints

- We aim to provide exceptional service. If you're unhappy, please speak with a member of the team or email us at reception@novavets.co.uk.
- Formal complaints will be acknowledged within 5 working days and investigated promptly in accordance with RCVS guidelines.

12. Changes to These Terms

We reserve the right to update these Terms and Conditions from time to time. The current version will always be available on our website and at reception.

By using our services or purchasing from us, you confirm that you have read, understood, and agree to these Terms & Conditions.

CONTACT US

We truly appreciate the trust you place in us to care for your pets. If you ever have any concerns or complaints, please contact our team straight away so we can discuss them with you and resolve any issues as quickly as possible.

For further information on policies, pricing and latest news, please head to our website. Head to our Facebook and Instagram pages for some cute snaps, success stories and all the updates!

If you and your pet had a positive experience with us, we'd be so grateful if you could take a moment to leave us a review on Google and/or Facebook.

Your feedback not only helps us continue to provide the best care, but it also helps other pet owners find and trust us when they're looking for a vet they can rely on. Just search for our practice on Google or Facebook and click "Write a review".



Alternatively, please follow the QR code!



We look forward to seeing you soon!

