



Introduction

This document has been drafted to assist cat boarding businesses to comply with the conditions in The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Cat Boarding Licensing: Statutory Guidance for Local Authorities.

The statutory guidance can be found on the GOV.UK website:

www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities

Other useful information can be found on our website:

www.preston.gov.uk/animallicensing

In this document are example policies and other documents that you may wish to adapt and use in your Cat Boarding business. These documents have been prepared in good faith however it is the responsibility of the License holder/owner to ensure that the documents they use in the course of their business satisfy the requirements of the licensing conditions and/or any insurance requirements.

All businesses are different. Some businesses will only board 5 or 6 cats, others up to 50. Other businesses will be a two persons operation and others will have 8 or 9 employees. It is up to the business to determine the level of detail in the policies and procedures. Larger businesses are likely to require more detail as there are a number of staff that will need guidance and training. Smaller businesses run by just two partners, for example, may require far less detail. Our example policies and procedures cover the bare minimum required to pass the Licensing Inspections.

Where you see [*premises*] written you should type the name of your business, e.g. Beacon Fell Cattery.

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Booking and Consent Form

[Premises] Booking and Consent Form

Owner's details			
Full name:			
Address:			
Home Phone:		Mobile:	
e-mail:			

Cat 1 details			
Name:		Male/Female:	
Breed:		Markings:	
Microchip Number:			
Neutered/Spayed			
Date of Last flea treatment:			
Date of last vaccinations			
Please bring you vaccination cards when you drop off your cat. All cats must be fully vaccinated to stay with us.			
Medical conditions, allergies, or medication instructions:			

Vets details			
Name:			
Address:			
Phone:		Out of Hours phone:	
Cat Insurance Company:		Policy No:	
Phone Number:			

Cat 2 details			
Name:		Male/Female:	
Breed:		Markings:	
Microchip Number:			
Neutered/Spayed			
Date of Last flea treatment:			
Date of last vaccinations			
Please bring you vaccination cards when you drop off your cat. All cats must be fully vaccinated to stay with us.			
Medical conditions, allergies or medication instructions:			

Dropping Cat off	Date:		Time:	
Collection Cat	Date:		Time:	

Feeding Instructions:			
Food brand type:		Amount and times per day:	
Other feeding instructions:			

Owners local proxy details (Only to be contacted in an emergency)			
Full name:			
Address:			
Home Phone:		Mobile:	
e-mail:			

Consents – Please tick the boxes and sign at the bottom	
<input type="checkbox"/>	<p>I agree that in the case of suspected injury or illness to my cat a Veterinary Surgeon (Vet) may be contacted my cat may be examined, and investigations performed if required (e.g. blood tests, x-rays) and an appropriate course of action will be taken on the advice of the Vet.</p> <p>I understand that where possible any treatments will be undertaken by the cat's ordinary vet, but maybe at the [premises] nominate vet, where that's not possible.</p> <p>I agree to [premises] administering any prescribed treatment the Vet considers advisable. I understand that the veterinary consultation, tests and treatment will be at my own expense.</p> <p>I understand that every effort will be made to get in touch with you or your local proxy to discuss an appropriate course of action for your cat and we will endeavour to keep you/them updated throughout the process.</p> <p>I also give consent for euthanasia should this be recommended on humane grounds by the Vet caring for my cat.</p> <p>I also understand that if my cat has fleas or worms then [premises] will take the cat to the Vet to arrange an appropriate treatment and charge the vets bill to me.</p>
<input type="checkbox"/>	I agree that if I have booked my cats in to share a family unit that they may be split into separate units if there is concern for the cats wellbeing & safety or they start to fight, I also agree to cover any additional costs that may occur.
<input type="checkbox"/>	I agree that any items I bring from home to be placed in the pen with my cat(s) will be documented on arrival but will be left at my own risk.
<input type="checkbox"/>	I agree to allow [premises] to place toys in the cat unit with my cat.
<input type="checkbox"/>	I agree to allow the staff at [Premises) interact with my cat in an appropriate manner.
Name (Print):	
Signature:	
Date:	

Training Policy

1. This policy sets out the [*Premises*] commitment to the current and future development of staff skills, expertise and ability. [*Premises*] recognises that effective staff development is not only vital to meeting future goals and ambitions but also makes an essential contribution to the development of a responsive, supportive staff and well managed business.
2. Staff training can take the form of:
 - a. Mentoring/shadowing of senior staff
 - b. Short in-house training
 - c. Short courses run by a third party
 - d. On-line webinars/courses
 - e. Accredited courses which lead to a recognised qualification
3. All new staff will undergo a staff induction that will cover;
 - animal welfare, including recognising poor welfare
 - animal handling
 - animal behaviour
 - cleanliness and hygiene
 - feeding and food preparation
 - disease prevention and control
 - recognition and first aid treatment of sick or injured animals
 - Our written policies and procedures relating to the care of animals.
4. All Staff training will be recorded in the Staff Training Record.
5. All new staff will be sent on an Animal First Aid course at the earliest opportunity. Animal First Aid training will be renewed when the certificate expires (or after 3 years).
6. All staff will have annual reviews where their current qualifications will be reviewed and updated. Training needs and knowledge gaps will be identified.
7. The training needs/requests of individuals will be balanced alongside the training needs of others and the importance to the business.
8. Senior Staff will undergo relevant OFQUAL regulated training in support of the premises Animal Activities Licence.

Staff Training Record

All training undertaken by Licensee, Owners, Managers and other employees in relation to Animal Welfare must be recorded on this training record.

Employee Name:

Boarding of Cats

In-House Training (Given by the Licensee/Owner/experience staff to other staff)		
Topic	Date Completed	Trainer
Animal welfare, including recognising poor welfare		
Animal handling		
Animal Behaviour		
Cleanliness and hygiene		
Feeding and Food Preparation		
Disease Prevention and Control		
Recognition and first aid treatment of sick or injured animals		

External Training (Colleges, On-line, Distance Learning etc)			
Topic	Date Completed	Awarding Body	Copy of Certificate on file y/n

Emergency Plan

This Plan has been produced in recognition of the importance of operating effective contingencies for dealing with foreseeable emergencies such as fire, loss of power, loss of heat, extreme weather (hot and cold) and widespread disease outbreak. This plan will consider dealing with evacuation and shelter contingencies for animals at [premises].

Fire Safety

Water Fire extinguishers are located in reception, by cat unit 1 and at the rear door. A Carbon Dioxide fire extinguisher is located in reception. Fire extinguishers are serviced annually.

Smoke detectors are located in the cat unit, in reception, in the isolation unit and in the feed room.

A fire alarm system is fitted throughout the premises with call points at each final means of escape or a fire bell/battery alarm is located in reception.

Upon discovering a fire, the member of staff will immediately sound the alarm by breaking the call point/sounding the fire bell in reception and calling 999 and requesting the fire service.

A plan shall be made to transfer the cats into cat crates/carriers, starting with those closest to the fire. The cats in their carriers shall then be transferred to and stored in the car park/field one. Staff (Humans) must not put themselves in undue danger to rescue animals.

The cats will only be returned to their units when it is safe to do so. Cats that cannot longer be accommodated due to damage shall be transferred to another Licensed Cat Boarding establishment forthwith.

Fire drills are undertaken twice per year, one shall involve the removal of all cats from one block.

Carbon Monoxide

There is a gas boiler providing heating and hot water located in the storeroom. A Carbon Monoxide detector is located in the storeroom and tested monthly.

Carbon Dioxide is a tasteless, colourless, odourless gas that is toxic. In the event that the Carbon Monoxide detectors sound, staff shall quickly make their way out of the building opening windows and doors as they go. Call 999. Do not re-enter the building until you are told it is safe to do so.

Loss of Power

Emergency lighting is provided throughout the premises which will give 2 hours lighting. Or Emergency torches are located in reception and near unit 1 in the cattery. The torches are tested monthly to ensure the batteries are working.

In the event of a power loss the power company will be called to ascertain when the power is likely to be returned. If the power is likely to be off for more than 4 hours, then arrangements to hire and safely fit generator will be made.

Alternatively, if the power cannot be restored via main or generator then arrangements to board the cats in nearby Licensed boarding establishments will be made.

Emergency contacts for all boarded animals shall be kept 'on a cloud' so they can be accessed remotely or on a 'grab sheet' in reception.

Loss of Heating

The cat units are heated by electric heat lamps. The loss of power, especially in the winter could be serious.

Ensure all doors and windows are closed and cat flaps locked to prevent any cats entering the outside areas.

See scenario for loss of power. Consider providing alternative heating arrangements such as gas heaters. Before gas appliances are used a through risk assessment will be performed considering fire, burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used.

Alternatively, if the temperature cannot be maintained above 10°C arrangements to board the cats in nearby Licensed boarding establishments will be made.

Extreme Weather Conditions

Heat: Fans are provided, and escape proof windows can be opened to help with the air flow. In the unlikely event that the temperature cannot be maintained below 26° air conditioning units will be hired to lower the temperatures.

Cold: If the currenting system cannot maintain the temperature above 10° supplementary heating electric or gas heating will be provided. Before electric or gas appliances are used a through risk assessment will be performed considering fire, burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used.

Damage to buildings: In extreme weather the cats shall be restricted to indoors only. Cats will be removed from units that have been damaged. Efforts should be made to capture any cats that have escaped, but only if safe for the staff to do so. Arrangements to board the cats in nearby Licensed boarding establishments will be made if there is no longer sufficient suitable safe accommodation at [premises]

Loss of Water

In the event that there is a loss of water the utility company will be contacted to determine how long the [premises] will remain without water.

If it is to be no longer than 24 hours, then sufficient water bottles will be purchased from a local shop to ensure the cats are supplied with fresh drinking water. Sufficient water for handwashing and spot cleaning should also be purchased. *(Note sanitiser is not a suitable alternative to handwashing but can help to reduce the bacteria and viral loading on a person's clean hands).*

If the premises are to be without water for longer than 24 hours then it becomes difficult to deep clean, use washing machines and maintain hygiene standards. In this case cats will be placed with other Licensed Cat Boarding premises until the water supply is re-established.

When the water supply is re-established then the premises will be deep cleaned.

Feeding Regimes

At [premises] we provide Fresh water for each cat on a daily basis in separate water bowls. Water will be changed once daily or sooner if visibly soiled. Water bowls are kept separate from food bowls and are positioned at a distance from cat litter trays.

All cats will be fed 2 meals per day, 8 hours apart, unless advised differently by the owner or Vet. We will work with the owner to ensure their cat's dietary requirements and eating habits are met.

Food intake will be monitored on a daily basis and veterinary advice sought if a cat has not eaten for 48 hours.

Cleaning Regime

At [premises] Each unit is thoroughly cleaned and disinfected following departure of any cats. We use a pet-safe disinfectant and cleaners. Each cat unit is checked cleaned daily as necessary. Soiled toys or bedding materials will be removed and cleaned. Water and feed bowls are emptied and cleaned daily. Litter trays are emptied and cleaned daily. Litter trays are monitored throughout the day and will be changed if heavy soiling occurs.

Cleaning Procedures

Daily cleaning tasks – done without removing cat from the unit. (Unless the cat is stressed by the process).

1. Scoop litter boxes. If box is heavily soiled, clean box in hot soapy water then disinfected.
2. Clean food and water bowls in hot, soapy water. Throw away broken or damaged bowls. Refill food and water bowls.
3. Check cat bedding area. Pick or remove anything that shouldn't be in there. If bedding is soiled, take old bedding to laundry and replace with clean bedding.
4. Use a clean hand broom to sweep up all loose hair and debris in the unit.
5. Use hot, soapy water and paper towel to spot-clean the unit. Pay special attention to scrub vomit, faeces, nasal discharge, litter mud, etc.
6. Water buckets will be changed for fresh water between cleaning cat units.
7. Wash all cleaning instruments by dunking and agitating in a bucket of hot, soapy water. Disinfect all cleaning instruments after cleaning, Allow all cleaning instruments to air dry.
8. The corridor in the cat unit will be swept daily and mopped if soiled.
9. Clean sink area by wiping down with hot soapy water. Disinfect sink area by spraying with disinfectant.

Deep cleaning cat units; between different cats or weekly.

1. If not vacant remove cat from unit. Place cat in a clean pet carrier for the duration of the clean.
2. Remove all bedding, toys, litterbox, and dishes from the unit.
3. Wash then disinfect all dishes, litterboxes, and toys.
4. Use a hand broom to sweep up all loose hairs and debris from the unit.

5. Using hot, soapy water or a detergent, and a clean wash rag, scrub out the entire unit. Ensure to wash all surfaces, including both sides of the cage door, tops and bottoms of shelves, walls, floors, corners, latches, handles, etc. All surfaces must be visibly free of any/all organic material, dirt, grime, etc.
6. Once the unit is dry from cleaning, cover the surfaces with disinfectant. This includes cage doors, tops and bottoms of shelves, walls, floors, etc.
7. Allow disinfectant to remain on the surfaces for the time specified in the manufacturer's instructions (*most require several minutes to be effective*). Wash off the disinfectant (*unless the instructions advice otherwise*).
8. Once the disinfectant is dry, put clean bedding, dishes, and a litterbox into the enclosure.
9. Disinfectants will be diluted according to the manufacturer's instructions.
10. All cleaning equipment will be cleaned with detergent and hot water and then disinfected.

Cleaning other areas.

1. The reception area will be swept and mopped daily. Surfaces such as the counter and door handles will be wiped with disinfectant (or sanitizer wipes) at least twice daily.
2. The food preparation room will be swept and mopped daily. The sink and surfaces used for food preparation or cleaning will be washed with detergent and washed with disinfectant after every job.
3. The area surrounding the cattery will be inspected daily and hazards such as loose leaves or litter will be removed.

Transportation

[Premises] will transport cats around the cattery, to and from vehicles and within the vehicles using a cat carrier.

There is access to a vehicle to transport animals to the vet. The cat carrier will be secured in the van using straps. Cats will not be left unattended in the van and will not go on journeys of more than 30 minutes.

Cats will not be transported in the van in extremely hot or cold weather, unless in an emergency.

The company van and cat carrier will be thoroughly cleaned and disinfected after use.

The prevention of, and control of the spread, of disease.

Ill Health

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. [premises] will refuse admission to any animal showing signs of ill health pending advice from a Vet.

Daily observations are made to check if any cats are showing signs of illness.

Should an animal in our care show signs of suffering from an infectious or contagious disease they will be immediately transferred to the isolation facilities or our Vet [Vet Surgery] who provide isolation facilities. The cat will be treated according to the agreements in the consent form.

The cattery and cat units are cleaned according to the cleaning regime.

Vaccinations

An up-to-date vaccination card must accompany all cats. Vaccinations must have been given at least 14 days prior to entry. Cats require; feline panleukopenia, feline parvovirus (infectious enteritis) and feline respiratory virus (feline herpesvirus and feline calicivirus) vaccinations. Cats that are not vaccinated will be refused entry to [premises].

Fleas and Worming

It is [premises] policy to ask all client to worm and flea treat their cats within 1 week prior to boarding for their own well-being. If there is evidence of fleas, lice, ticks or worms whilst they are staying with us, we will contact your vets to arrange treatment. The cost of any treatment will be invoiced to the client.

Handwashing

1. All staff will wash their hands when they start work, before interacting with any cats.
2. All staff will wash their hands in the dedicated hand wash sinks after entering each cat unit.
3. All staff will wash their hands between handling cats from different cat units.
4. All staff will wash their hands after undertaking any cleaning jobs.
5. Handwashing posters are displayed at the wash hand basins.

Infection Control in the Cat Isolation Unit

Personal Protective Equipment (PPE) must be worn by all staff and visitors (owners/vets etc) entering an Isolation Unit that is housing a potentially infectious cat. At a minimum, this consists of disposable gloves, disposable apron and impermeable shoe covers that are only worn in the isolation area.

Gloves, apron and shoe covers must be discarded after a single use.

Designated Personal Protective Equipment (PPE) must be removed before leaving the isolation unit.

Contaminated items (e.g., dishes, litter trays, toys and laundry) must be bagged prior to being removed from the isolation area, to be cleaned and disinfected, or disposed of.

Waste from an isolation room must be treated as infectious and must be bagged prior to being removed from the isolation area. Bags should then immediately be discarded in the external bins.

Hands must be washed immediately after leaving isolation. If clothing becomes soiled then it must be changed and washed before the staff member enters the rest of the cat unit, to avoid spreading any potential disease.

Enrichment Program

At [premises] we endeavour to provide a stimulating enrichment program that stimulates our cats and is essential for their well-being. We provide enrichment in a number of ways:

- Staff will handle and play with the cats daily (unless that causes the cat stress)
- Toys will be provided
- Cats will be groomed
- Scratching posts will be provided
- An area for the cat to hide will be provided
- The cat will be given access to the 'Catio's' on nice days
- The cat has numerous high places on which to sit
- Quiet music will be played in the cat unit.

Cats boarded for 3 or more weeks will have a personal enrichment plan.

Monitoring and ensuring the health and welfare of all Cats

The health, safety and welfare of our resident cats is the top priority at [Premises]. Cats are checked formally at least 5 times a day and the observations are recorded on the daily cat observations sheet.

Staff undertaking the observations must: a) Check to ensure that the cats are feeding and drinking normally, b) That the cat litter doesn't need changing due to soiling, c) the bedding doesn't require changing due to soiling, d) that the cat is behaving normally and isn't showing signs of stress or illness, e) make a note of any other concerns, for example damage to the cat unit.

If there is concern for the health or safety of a cat more frequent observations maybe undertaken and recorded separately to the daily observation sheet. The date and time of every check should be listed, and notes made on the observations (cats temperament, behaviour, vomit, diarrhoea, lethargy etc) and the decisions made on next steps e.g. make further observations in an hour, move to isolation, contact a vet, and the staff member or members who have made the decisions.

Daily enrichment for cats will be undertaken which is tailored the individual cat's needs. This may include 'play time' when staff members will enter the unit and groom/stroke or play with a cat and their toys. Cats that do not enjoy human interaction will not be forced to participate.

Cats from the same household sharing a unit

At [premises] we understand that removing the cats from the home environment can cause stress and anxiety. This may occasionally mean two cats who ordinarily live in harmony now fight and injure one another. Every effort will be made to ensure that the cats can remain in the unit together by ensuring there are sufficient resources e.g., food, water, toys, bedding etc. In cases where cats continue to fight they will be placed into separate cat units.

Veterinary Interventions

If [premises] believes the cat requires treatment by a vet we will first try to contact the owners or the owner's local proxy, except in emergencies. [premises] will always endeavour to take the cat to its usual vet, but if that is not possible it will be taken to [premises] Vet's namely [Vet practice name]. If expensive treatments and investigations are required [premises] will again try to make contact with cats' owner or owners local proxy. If the owner or proxy cannot be contacted [premises] will take advice from the Vet and make the decisions based on the health and welfare of the cat. If euthanasia is recommended, on humane grounds by the Vet, [premises] will try to contact the owner or proxy however [premises] will not unnecessarily prolong the suffering of cat.

Medicines

[premises] will administer all medicines according to the instructions of the owner or Vet. All medication is stored safely in the feed room.

Daily Cat Observations Form

Staff undertaking the observations must: a) Check to ensure that the cats are feeding and drinking normally, b) That the cat litter doesn't need changing due to soiling, c) the bedding doesn't require changing due to soiling, d) that the cat is behaving normally and isn't showing signs of stress or illness, e) make a note of any other concerns, for example damage to the cat unit. Separate observations must be recorded for each cat when two (or more) cats are sharing a unit.

Date:

Unit/Cat	Checks	8am	11am	2pm	5pm	8pm	Comments
1	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
2	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
3	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
4	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
5	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
6	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						
7	Feeding/Drinking						
	Cat litter tray						
	Bedding						
	Behaviour/Health						

The death or escape of a cat

Escape of a Cat

Every effort is made to ensure that cats units are secure, and cats cannot escape. In the unlikely event that a cat does escape the following procedure will be followed:

1. All available staff will make an immediate search of the [*premises*] premises and grounds.
2. The local RSPCA will be contacted to see if the cat has been handed in and details of the cat left with them to make contact if the cat is found.
3. Local Vets will also be contacted to see if a cat has come to their attention.
4. The owner and local proxy will be contacted and kept informed of the situation, if possible, the home address will be checked by the local proxy, or member of staff, in case the cat has returned home.
5. Posters will be placed, and local streets searched.
6. Social media posts will be utilised asking local residents etc to share a photograph of the cat and report any sightings to [*premises*].
7. A thorough investigation will be undertaken into the circumstances of the escape and procedures implemented to prevent a similar occurrence. The Incident Investigation Form will be completed.

Death of a Cat

In the unlikely event of a death of a cat the following procedures will be followed.

1. The cat will be removed from the Cat unit and taken to the [*premises*] nominated Vet.
2. The Vet will be asked to determine the cause of death.
3. The owner and/or local proxy will be contacted at the earliest opportunity to inform them of the death.
4. The cats body will be stored at the Vets until the owner is able to collect the body, or gives instructions for the cats disposal.
5. An Incident Investigation form will be completed.

[premises] Incident Investigation Form

(This is not a mandatory form, but it's use constitutes good practice)

This form should be completed when an unusual or unexpected event occurs, such as the escape of a cat, injury to a cat or death of a cat. It should also be completed after an emergency situation such as loss of power or water.

Briefly describe the incident; Consider who, what, where when and how.

Identify the root causes of the incident: This should help you determine the causes behind the incident. You should think beyond the obvious. For example, a member of staff allowing a cat to escape when they entered the cat area. Who left the unit open? Why did they leave the unit open? Have they received sufficient training, is the training adequate? Are the procedures adequate?

Name of person completing the form:	
Date of Incident:	
Time of Incident:	
Location of Incident:	
Staff witnesses:	

Brief Description of the Incident
Identify the root causes of the incident

Matters undertaken to prevent reoccurrence of an accident.

Procedures to follow in the case of the suspension or revocation of a licence.

If the License is suspended or revoked by the Licensing Authority, then the [premises] is no longer allowed to board cats. Arrangements will be made to place any cats in local cat boarding establishments within 24 hours. Preston City Council will be informed when all cats have been placed. All cat owners or their local proxy will be informed of the name, address and contact details of the cat boarding establishment that is now caring for their cat.

Useful Contacts poster

[premises] Nominated Vet Practice			
Name:			
Address:			
Phone:		Out of Hours:	
e-mail:			

Other Useful Contacts:			
Env Health Animal Licensing,	01772 906 907	e-mail:	info@preston.gov.uk
Dog Warden	01772 906 907	Out of hours:	01772 794729
RSCPA, Ribbleton	01772 792 553		
Preston Police Station	01772 614 444		
Lancashire Fire & Rescue: Fire Safety Team	01772 556 506		
In Emergencies Call	999		

Vets local to Preston	
Vets 4 Pets	01772 254111
New Hall Lane Veterinary Centre	01772 701432
Oakhill Vets	01772 700671
Longridge Vets	01772 783327
Myerscough Veterinary Group	01772 727262
Riverbank Veterinary Centre	01772 726745
Lane Ends Vets	01772 970292