



THE UNIVERSITY *of* EDINBURGH  
**The Royal (Dick) School  
of Veterinary Studies**  
**The Equine Hospital**

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**Clients' Charter**

Our commitment to you:

- The well-being of your horse/pony is our absolute priority- we will work with you to get the right outcome for you and for them.
- Our staff will be kind, gentle, patient and caring to your horse/pony at all times, and will be polite to you and treat you with respect.
- If your horse/pony needs to be admitted, they will be accommodated in our equine hospital stables which are contained in a safe and secure unit. Boxes have deep shaving beds.
- Your horse/pony will have 24-hour care, with veterinary surgeons, nursing staff and support staff on site throughout the night.
- Although diseases can be unpredictable, we will look after your horse/pony in a financially responsible way, aiming to provide accurate estimates, regular bill updates, and prompt invoices.
- We aim to return phone calls within the same day and to write timely reports to keep your referring vet informed after your horse/pony has been discharged.

Things you might want to know:

- All of our veterinary staff are fully qualified and members of the Royal College of Veterinary Surgeons, the regulatory body for vets and veterinary nurses. All students and support staff are supervised by our veterinary staff.
- All our speciality clinics are run by internationally recognised experts in their field.
- The standard of our nursing care is very important to us and several of our nurses hold advanced nursing qualifications.
- We are educating the vets of tomorrow. We are working to improve understanding of disease and develop new diagnostic tests and treatments so that your pets and future animals can benefit from improved care.
- If you feel we do our job well please tell us and if we don't live up to your expectations, please let us know.