



Dear Client

Firstly we would like to offer our sincerest condolences on the loss of your pet.

We feel it will be helpful to confirm details of what will happen to your pet from now on as although it should have been explained to you at the time of euthanasia we understand how difficult it can be to remember everything at such a distressing time.

If you have opted for a **routine or communal cremation** then your pet will remain at the practice until they are collected by the pet crematorium we use called Pet Cremation Services (see leaflet). Collections are undertaken every Friday. Your pet will then be cremated at the crematorium with other pets and a small proportion of each of the communal cremations will be collected and stored at the crematorium.

If you have opted for an **individual cremation** then your pet will be collected on the Friday after they were put to sleep and their ashes returned to the practice the following Friday. We will contact you to let you know when they have been returned. We do appreciate payment on collection of ashes so it may be less distressing to call the practice beforehand to pay over the telephone. Please be reassured that your pet will be cremated by her/himself so the ashes that you received will only be from your pet. If you would prefer your pet to be collected immediately from the practice then this can be arranged with the crematorium for an extra fee.

If you are unclear of the service that you have chosen or you wish to change your mind then please contact the practice as soon as possible.

If at any time in the future you have questions regarding your pet's condition or veterinary care then please do not hesitate to contact the practice to speak to the veterinary surgeon that looked after you.

Best wishes from Libby and all the staff at Elizabeth Smith Veterinary Practice.

