



Our support policy

Save a Pet aims to help you and your pet as much as possible when you need us most. Please see our policy below for how we consider referrals and ultimately decide on what help we can provide.

Each case is individually assessed and there is no guarantee the charity is able to support your specific case.

1. Our service is vet referral only and you are unable to contact us directly for assistance, we will always refer you back to your vet
2. If your pet is in need of life-threatening treatment, has suffered a serious illness or injury, then please advise your vet that you may need help paying the bill and your vet will give you some advice regarding registered charities and organisations that can help for example [PDSA](#), [Blue Cross](#), [Cats Protection](#), Save a Pet etc.
3. Your vet will then make a referral, if acceptable, to us with the details of what treatment is needed for your pet
4. We will then contact you and assess what help we can offer based on a number of considerations including whether your pet is insured, whether you may be in receipt of benefits, how much you can afford towards treatment, how many pets you have etc. Evidence or proof of any benefits you receive will need to be provided.
5. The level of help is based on a sliding scale depending upon your specific circumstances.
6. All details shared with us is confidential and will be stored on a secure database.
7. No treatment can commence until an agreement has been signed and confirmed.
8. You have a legal duty of care to your pet, and any others in your household, and this will be assessed accordingly. The welfare of a pet is the owners responsibility. [Section 9 of the Animal Welfare Act](#) places a duty of care on people to ensure they take reasonable steps in all the circumstances to meet the welfare needs of their animals to the extent required by good practice.

9. We take animal welfare very seriously and if we consider that a pet is being mistreated or neglected, we will inform local pet welfare organisations regarding our concerns.
10. We do not cover dental treatments unless the problem is life threatening or seriously affects the welfare of the pet.
11. We do not cover routine treatments, euthanasia, neutering, spaying, castration or pregnancy unless these conditions are life-threatening.
12. Please note, we will not pay the entire cost of treatment. We are only able to offer up to two thirds of the final bill.
13. We will continue to assess the progress of the pet and review the payment should further extensive treatment be required other than that agreed.
14. Please do not pay a bill by borrowing money from others or putting it on credit and then contact us as we will not be able to pay any monies directly to you. All monies will be paid direct to the veterinary service.
15. We will not refund if payments have already been made to the vet. We only pay the vet directly and not individuals.
16. We strongly encourage all pets we help to seek adequate insurance or pet plans to cover their pets for future welfare issues. Failure to do so would reduce the chance of future funding on any future claims.
17. Speak to your vet regarding a suitable plan or insurance for your pet.
18. This policy and our terms and conditions are provided under the charity commission guidelines, and we have an obligation to fund cases effectively.

POLICY LAST UPDATED: 10 MAY 2025

Save a Pet Animal Charity

Peter B Leeming Animal Welfare Trust Charity Number: 1043095