

Behavioural Referrals Ltd

Behavioural Advice Subscription Service (BASS)



Behavioural Referrals Ltd
veterinary practice

a referral service in
behavioural medicine

Expert support from Behavioural Referrals Veterinary Practice

Due to exceptional demand for advice, we've developed a subscription service to help general practice vets access behavioural guidance quickly and efficiently. If you're managing behavioural concerns in practice and would value professional input, BASS provides structured access to advice from experienced veterinary behaviourists, delivered via email, with flexible tiers to suit your needs.

What You Get

- Personalised email-based behavioural advice for cases you're managing in general practice
- Practical, actionable guidance to support your clinical decision-making
- Personalised advice directly from our team of veterinary behaviourists and rehabilitation coaches.
- Submit queries via our simple online form



Pricing Structure:

Package	Total cost (including VAT)	Cost per month
3 months	£450	£150/ month
6 months	£780	£130/month
12 months	£1200	£100/month

How it works

Choose a subscription that suits your practice's needs.

- Receive a welcome pack with everything you need to get started.
- Submit queries via our simple online form.
- Receive expert advice.

What is the response time?

We aim to respond to all queries as soon as possible, usually within 3–5 working days. Response times may vary depending on clinician availability, including during periods of annual leave or times of high demand.

If you have not received a response within 5 days, please email bass@brvp.co.uk, and we will provide you with an update on when you can expect a reply.

Ready to subscribe?

Email us at bass@brvp.co.uk and we'll send you an invoice, or visit [our website](#) to join directly.

We're here to support you with practical, professional advice—so you can provide the best care for your patients.

FAQ's

Cancellation & Refund Policy

All subscriptions billed upfront; non-refundable once activated.
Cancel anytime; no refunds or credits for unused time
Exceptional circumstances handled individually - just ask

How many emails can I send?

Each practice is limited to a maximum of 4 cases per month, regardless of subscription. This helps us manage demand and ensure fair access to support for all subscribing practices. We appreciate your cooperation in respecting these boundaries. You can also ask up to 3 small, general queries.

What Counts as a Case?

A 'case' is defined as a single behavioural issue concerning one patient. Follow-up correspondence relating to the same issue (via email) is included for a period of up to 14 days following our initial response. Any new behavioural concern, or any requirement for substantial further review after this period, will be classified as a new case. This policy ensures consistent application of the service and enables us to allocate our time equitably across all referring practices.

Contact us If you have questions or need help:

 bass@brvp.co.uk

 01244 377365

 <https://behaviouralreferrals.co.uk/>

Can multiple practices share one subscription?

Our subscriptions are designed for use by one veterinary practice. If you're part of a group or corporate with several branches, we ask that each practice holds its own subscription. This helps us ensure fair access and timely support for everyone.

Terms & Conditions

Eligibility

This service is available only to veterinary professionals. Subscription is required unless otherwise agreed.

Service Scope

This is a remote advice service offered by veterinary behaviour professionals. Advice is provided via email only, based on the information submitted by the GP vet. The service does not include direct communication with clients/caregivers, or hands-on assessment.

Submissions

All cases must be submitted using the approved Case Submission Form. Submissions should be concise; full medical histories should not be attached unless requested. Submissions with insufficient detail may be returned for clarification. We may decline or delay cases submitted outside the subscription terms.

Advice Limitations

Advice is based solely on the information provided at the time of submission. The final responsibility for decision-making and clinical implementation lies with the referring vet.

Advice may include behavioural management suggestions, advice relating to medications, or referral guidance.

All advice offered is for the consideration of the veterinary professional under whose care the patient is registered. Advice should be considered alongside the most up to date full clinical information before the treatment plan from the primary care clinician is delivered to the client.

The BASS service is not for the purpose of diagnosing patient-specific underlying causes for problem behaviours or creating individually tailored treatment plans – if this is required, we are happy to receive referrals which we can see both via home visit (within 50mile radius) or remote consultations.

Urgent Cases

Behavioural Referrals is not an emergency service.

We will aim to prioritise urgent submissions, but cannot guarantee same-day responses.

Fair Use & Discretion

Each subscription includes a set number of queries. We'll let you know when you've reached your limit. If a practice continues to submit queries beyond this allowance, we reserve the right not to respond.

We reserve the right to limit or discontinue support where usage is deemed unreasonable or abusive.

Confidentiality & Data Handling

All case data is handled confidentially.

We may store anonymised cases for internal training or to build educational resources.

Data Sharing & Consent

By submitting client information as part of the BASS service, you confirm that informed consent has been obtained from the client and that both you the referring veterinary professional and caregiver understand and accept our privacy policy. All data will be handled in accordance with UK GDPR and ICO guideline

<https://behaviouralreferrals.co.uk/privacy-policy/>

Changes to Service

We reserve the right to update these terms and adjust pricing or availability with reasonable notice. Subscribers will be informed of any significant changes.

Cancellation & Refund Policy

Subscriptions are billed annually and are non-refundable once activated.

If you wish to cancel your subscription, you may do so at any time, but no partial refunds will be issued for unused months or cases.

In exceptional circumstances (e.g. practice closure), a discretionary refund may be considered — please contact us directly to discuss.

We reserve the right to cancel a subscription at any time if:

- The service is being misused or used beyond the agreed terms
- Behaviour towards our team is inappropriate or abusive
- A practice repeatedly fails to follow submission guidelines

In such cases, we will aim to provide notice and discuss the situation before termination. A partial refund may be issued at our discretion.

Sharing of links

Access to the BASS link is limited to registered subscribers and must not be shared