



Important information for our valued customers

Appointments

Appointments can be made during all practice hours.

We will be happy to arrange an appointment with you by telephone (044 920 03 03).

Appointments can also be made by e-mail. Please send us a few suggested appointments via info@lutravet.ch.

Surgeries

Surgeries and dental treatments take place on Monday and Wednesday mornings.

Please contact us early for an appointment for planned operations.

Emergencies

For emergencies, please call our number 044 920 03 03. Outside opening hours, our answering machine will tell you which number to dial for the relevant emergency vet.

Registration on the same half-day

Appointments at short notice require a great deal of organisational effort and are not always easy to guarantee. We therefore charge a small additional fee for such appointments.

Telephone consultation hours

Our telephone consultation with the vet takes place Monday to Friday from 11:30 to 12:00.

Here we have scheduled extra time for veterinary telephone information about e.g. laboratory results, progress discussions and therapy adjustments, medical advice, etc.

The time before and in the afternoon is reserved for our patients in the practice, for whom we would like to be available without restriction.

Telephone, WhatsApp or e-mail consultations that are not followed by an on-site consultation are charged on a time basis.

Food and medication orders

Please let us know in good time if you need medication or pet food. Depending on the delivery situation, it can take up to two weeks, sometimes even longer, for these to arrive at our practice. If you require medication or food on a long-term basis, we can also store it for you on request.

For the dispensing of prescription medication, an annual veterinary check-up is necessary, e.g. as part of a vaccination consultation. Depending on the medication, regular blood tests must be carried out.

Important information and current opening hours can be found at any time on our homepage: www.lutravet.ch

Thank you very much in advance for your understanding and trust.

We look forward to welcoming you as our customers and your four-legged friends as patients.

Dr. med. vet. Simone Kundert & Med. vet. Andrea Bräker