

Neutering vouchers

Eligibility

For members of the public in receipt of means-tested benefits: universal credit, income support, housing benefit, council tax benefit, pension credit, income-based employment support allowance, income-based job seekers allowance, working tax credits and child tax credits; a household annual income of less than £25,000 (before tax); and full-time students. All breeds of cats can be neutered under the scheme.

Voucher completion

The owner or representative must complete their full details and sign the voucher. The phone number, email and postcode must always be completed for microchip registration.

Microchipping

All cats neutered under the scheme must be microchipped and registered, **excluding** feral and farm cats. The practice must register microchips using the identi portal and the practice vet code.

Neutering complications

Please discuss with the client directly if they can contribute to additional costs in the first instance.

Where needed, **Cats Protection can pay up to a maximum of £150** per neutering complication (in addition to the voucher value) occurring during or after the operation, for example: cryptorchid, pyometra, hemorrhage during a spay, midline spay (including female umbilical hernia repair), pregnant spay, post operative wound breakdown and a caesarean section in dystocia cases where the cat is also neutered.

Prior consent is not required for the aforementioned complications, please return a detailed invoice alongside the voucher.

Authorisation – feral, farm and stray cats

To neuter any feral or farm cat, authorisation must be obtained by the member of the public from our national helpline or a local Cats Protection branch. We recommend asking if this is in place when booking the appointment and it must be checked by vets on admission for the procedure and noted on the neutering voucher. All feral and farm cats must be ear tipped as a condition of funding. Two or more stray cats also require authorisation.

Multi-cat households

Multi-cat households (three cats or more) – You do not need authorisation to neuter three cats or more. However, in these circumstances we ask that you bring this to the attention of the Neutering Support team once the client has completed the voucher. This will enable us to then contact the owner and offer additional support and advice where necessary (vetneuteringsupport@cats.org.uk).

Invoicing

Vouchers must be submitted within **40 days** of the neutering date.

Vouchers are not to be used to support breeding, independent rescues or other charities with cats in their care or stray cats being rehomed. If you have a suspicion that this may be happening (such as multiple cats being brought in consistently or the owner is reluctant to microchip), please do speak to us directly for support.



Contact list

Members of the public

cats.org.uk

03000 12 12 12 | Monday to Friday 9am to 5pm

Vets only

Please do not share the following phone numbers with members of the public (please direct them to the phone number above).

• Neutering support

(for general enquiries and to order more voucher pads)

vetneuteringsupport@cats.org.uk

01825 741 926 | Monday to Friday 9am to 5pm

• Neutering finance

(for enquiries regarding invoices)

neutering.finance@cats.org.uk

01825 741 989 | Monday to Friday 9am to 5pm

• Wholesaler queries

veterinary@cats.org.uk

01825 741 991 | Monday to Friday 9am to 5pm



For complete guidance for vets, wholesaler account, and the ordering process for metacam, buster collars and microchips, scan the QR code, or visit cats.org.uk/vet-neutering-support

