

At a glance

Everything your pet needs for a happy and healthy life

The Group provides a comprehensive range of merchandise and services for customers and their pets. It is the combination of our specialist retail offer, veterinary practices and grooming salons, all within a single pet-focused environment, that represents a uniquely attractive offer to our customers.

Retail

Our merchandise offer is provided from our retail store network and website. Within our stores, well-trained colleagues provide detailed advice on areas such as pet nutrition and the set-up of home aquaria. Investment in our omnichannel capabilities provides additional convenience for customers.

Services

We provide veterinary services through our first opinion network of Joint Venture practices, and our specialist referral centres. Our first opinion practices are operated mainly under the Vets4Pets brand and are situated in stores and in standalone locations. Our referral centres provide high level, specialist services to vets working in our own and in other first opinion practices. Grooming services are provided primarily from salons within our retail stores.



Omnichannel capability: Click and collect in-store

Our extended range of food and accessories is available for customers to shop online and have their order delivered to store to be collected when convenient.

➔ [Read more – page 19](#)

Product not in-store? Order with our experts on their PetPads

Expert colleagues can order from our extended range using a dedicated PetPad app. The PetPad is also set up to enable subscription orders of licensed flea prevention products.

11,000
products in our extended
online range

➔ [Read more – page 9](#)

