

## **PVC Non-Refundable Surgical Deposit Policy and No Show Policy**

- 1) To ensure an efficient surgery schedule and fair distribution of the doctor's surgery time, the following policies have been developed. Please accept our sincere thanks for your cooperation with these policies.
- 2) The deposit is non-refundable and can be paid in person or by phone. Deposits are required to reserve your desired surgical date and are due at the time of reservation.
- 3) **Spays/Neuters:** \$75 for the first pet and \$50 for each additional pet.  
**Dentals, exotics, & other routine procedures:** \$100 for the first pet and \$75 for each additional pet.  
**Major surgeries (splenectomy, cystotomy, etc) & Grade 3-4 dentals:** \$200
- 4) **Rescheduling**  
We understand that personal situations can arise unexpectedly, therefore, you may reschedule your surgery three times within 90 days of the date of the deposit without penalty, provided the reschedule occurs 48 hours prior to the day of surgery. Any same day cancellations are subject to deposit forfeit. If surgery is not performed or the deposit is not used for the scheduled services within 90 days, the deposit is forfeited. If an appointment is canceled by us due to "No Show", the deposit is forfeited. Cancellations/Reschedules can be accepted by calls (voicemail) or email. Reschedules must be 48 hours prior to your scheduled procedure date.
- 5) **Final Payment**  
Final payments must be received at the time of the surgical discharge. The deposit amount will be subtracted from the final bill. All Deposits are final and nonrefundable regardless of the outcome of the procedure.
- 6) **Appointment No Show Policy:** A "no show" is a client who misses an appointment or is more than 20 mins late without notifying the clinic by phone. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no show".

The first time there is a "no show", we will contact you via phone/mail/email to inform you of the missed appointment and remind you of our "no show" policy. You will be required to pay a nonrefundable \$25 no show fee which can be used towards that visit. Second no show is nonrefundable. It will be the doctor's discretion to suspend services.

We accept cash, credit cards, Care Credit, Trupanion or Scratchpay.

