



## Princess Anne Veterinary Hospital Policies

Appointments – Appointments can be scheduled by calling our office at 757-427-5201. Emergency visits occasionally occur and may result in short delays throughout the day. We appreciate your patience as we ensure we give our pets the highest level of attention.

Emergencies – In the event of an emergency with your pet, we encourage you to seek out the most immediate care available. There are instances when we may have openings for same day appointments and you may call us for availability.

Refill Requests – Please allow us 24 hours to process any medication refill requests.

Cancellation Policy – Please contact our office as soon as possible if you need to cancel your appointment. Failure to notify us at least 24 hours before missing your appointment may result in a \$25.00 “no show” fee. If you are running late for your appointment, please give us a call to update us on your arrival time. If we do not hear from you, and you have not come into the office within 15 minutes of our scheduled appointment time, you will be listed a “no show” and a fee may be assessed.

Waiting Area Policy – For the safety of our other guests and our staff, please ensure all pets are either leashed or in a carrier and properly controlled. If you bring children with you to your pet’s appointment, please be sure they stay close to you and are instructed not to touch or approach other animals.

Financial Policy – We accept all major credit cards, debit cards, cash, checks, Care Credit, and pet insurance. PAVH is also proud to offer PAW Plans, wellness plans that spread the cost of routine wellness care over the course of a year (coverage varies by plan)

Payment is due at the time services are rendered. Accounts that become uncollected debt may accrue fees to include attorney fees, collection fees, court costs, and interest at 18% APR.

By signing below, I acknowledge that I have read and understand Princess Anne Veterinary Hospital’s policies.

Client Name: \_\_\_\_\_ (please print)

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_