

# ATTENTION CLIENTS

## Late, Missed Appointment/No Call-No Show Appointment Fee Policy

As you can imagine, one of our biggest concerns is continuing to provide our clients with the level of service and care they deserve. We strive to create a schedule that most efficiently allows us to give the care and attention needed to provide excellent quality Veterinary care.

If for any reason you must cancel or change your appointment, we ask that you please give our office at least 24 hour notice.

**Late or Missed appointments are subject to a \$35 Fee**

**Two consecutive No Call-No Show appointments will be subject to a \$35 Deposit towards the next scheduled appointment, to be used towards services. If the scheduled appointment is not kept, the deposit will be charged out.**

## Urgent Care Fee Policy

We know it is very difficult to prepare for an emergency, however if possible we ask that you try to call ahead so we can direct you accordingly. Please note that we do **NOT** offer 24hr emergency care.

**Patients in need of urgent care are subject to a \$45 Urgent Care Fee**

*We would like to thank all clients for your patience and understanding that emergencies happen. We know your time is very important and strive to minimize any wait times.*

## Health and Safety Policy

For the safety of all our pets, staff and visitors to our practice, we require that all required vaccinations be current. We also ask that you keep your pet restrained while waiting in our lobby (or while outside) to avoid any discomfort while interacting with other animals. Please keep all pets on a leash or in a pet carrier before entering the waiting room.

## Payment Methods

We require full payment at the time services are rendered. We accept all major credit cards, cash and personal check. *Please note that returned checks are subject to a \$34.00 fee.*

We also accept Care Credit and can help clients apply for Care Credit to make payments more manageable for you.