

## **BRANCHVILLE COUNTRY VETERINARY CLINIC FINANCIAL, CANCELLATION & RESCHEDULING POLICIES**

Thank you for trusting us to provide veterinary care for your pet. We believe our first responsibility is to our patients, the animals, keeping their best interests and quality of life as top priority. We will assist owners in making the best choices to care for their pets, offering good options to allow for each owner's time, emotional restraints and finances. We consider our clients part of our pet care team, and feel it is important our policies are clearly understood. Our staff will be happy to discuss them and provide estimates for any service we provide. We appreciate you understanding our policies and look forward to working with you and your pets.

- All clients must complete and sign this form before seeing the veterinarian. This information will be updated as needed.
- Pet owners under the age of 18 years old must supply a parent or guardian's name along with said person's driver's license information and the adult's signature on this form.
- There will be a \$75.00 service fee for any returned checks, regardless of reason for return.
- We accept Visa, MasterCard, Discover, American Express, cash, checks and Care Credit. If you pay by using a card there is a 3.99% processing fee. If you pay using a check we will need a valid driver's license on file.
- Full payment is due at the time of service, we don't accept payment plans.
- If you would like an estimate, please request one before any procedure.
- Your appointments are very important and are reserved especially for you. Therefore, we request at least 24 hour notice for cancellations or rescheduling of appointments.
- If three appointments are missed, late, canceled or changed without 24 hour notice, future missed, late, canceled, or changed appointments without 24 hour notice will result in an exam fee charged.
- It is mutually understood that if a cancellation is due to circumstances beyond our control we will reschedule your existing appointment and no charges apply.
- We understand that scheduling adjustments are necessary, for this reason as a courtesy you will be reminded of your scheduled appointment by an email, text message, or phone call. When you receive the reminder, if there is a conflict with your scheduled appointment please call the office to reschedule, or cancel your appointment, without any incurred exam fee. Please understand that it is your responsibility to remember your appointment date and time in order to prevent any missed appointments which result in a cancellation fee and that this policy is in place to assure we maintain a superior standard of care for all of our patients.

**PHOTOGRAPH PERMISSION:** On occasion, we would like to take pictures of your pet and post them within our clinic or on our website. Your signature below allows us to do so.

Signature (must be over 18)

Date

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