

BRANCHVILLE COUNTRY VETERINARY CLINIC

FINANCIAL POLICY

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 financial policies are clearly understood. Our staff will be happy to discuss them and provide estimates for any service we provide. We appreciate your 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 \$50.00 service fee for any returned checks, regardless of reason for return.
- We accept Visa, MasterCard, Discover, American Express, Care Credit, money orders, cash and checks. To pay by check we must have a valid driver's license on file. To apply for Care Credit, please have our staff assist you before seeing the veterinarian.
- Full payment is due when services are rendered.
- If you would like an estimate, please request one before any procedure.
- Your appointments are very important and reserved especially for you. Therefore, we request at least 24 hour notice for cancellations or rescheduling appointments. When you forget, cancel or change your appointment without giving enough notice, other pets on our waiting list miss the opportunity to receive services.
- 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 any of our control we will reschedule your existing appointment and no charges apply.
- We understand that sometimes scheduling adjustments are necessary. As a courtesy, scheduled appointments are verbally confirmed by telephone the day before because we know how easy it is to forget an appointment you booked weeks ago. From this confirmation call, you have the option of the following without incurring an exam fee: confirm your appointment; reschedule/modify your appointment, cancel your appointment. Please understand that it is your responsibility to remember your appointment dates and times 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 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.

DATE

SIGNATURE (Must be over 18 years old.)