



Denial of Service

Happy Tails is a privately owned professional practice. We have no obligation to serve clients who are abusive or do not pay their bills. Our time and care are fortunately in great demand by the majority of our clients and patients who are a delight to serve.

BUT, please be aware: the following extreme behaviors by clients will not be tolerated. They will result in our terminating a client's relationship with this hospital and denying them any further care.

Using offensive and demeaning language including curse words, derogatory or belittling speech, or discriminatory slurs targeting our staff or doctors (sexist, racist, homophobic, xenophobic, etc)

Being physically violent or threatening physical violence. This includes verbal threats, physical gestures, as well as assault.

Refusing to intervene when a pet turns violent or making light of, making fun, or laughing at a staff member's distress when the animal becomes violent.

Consistently –for three consecutive appointments - declining treatments for any reason. We understand that people have financial and time constraints. However, for some, rejecting treatment is a pattern. When we diagnose treatable ailments only to have a client refuse care, the pet and everyone involved suffers. Everyone's time is wasted.

Negotiating prices is totally inappropriate. Our prices are very straightforward. They cover our costs of medical materials, labs or procedures, labor(docs, vet techs, administrators), and maintaining our facility. We do not have time to engage in haggling. Clients who insist on haggling or bartering will be denied service.

Consistently paying bills late or not paying bills jeopardizes the financial stability and quality standards of this practice. Clients who on three occasions are unable to pay at time of check out, or clients who do not meet their contractually agreed upon payment date for a financial plan will be denied service. We have a right to pursue unpaid bills via an outside collections agency or via legal means.

A client who has three consecutive no-call no-shows for scheduled appointments will be terminated. Happy Tails always has clients waiting for cancellation opportunities. When a client does not call us to cancel or reschedule, another pet who is in need of care may suffer.

Our thanks to all our respectful clients and we greatly appreciate everyone's business.