

Glacier Ridge Veterinary Services

Mobile Veterinary Clinic Policies

These policies are designed to ensure high-quality medical care, clear communication, and a safe, respectful experience for our clients, patients, and staff of **Glacier Ridge Veterinary Services**. By scheduling an appointment with our mobile veterinary clinic, you agree to the following policies.

1. Appointments & Scheduling

- Appointment times are approximate. As a medical service, appointment lengths may vary due to patient needs, unforeseen complications, or emergencies encountered earlier in the day.
 - Appointments are required for all services unless otherwise stated.
 - Appointment times are reserved specifically for you and your pet. Because we are a mobile clinic, timely scheduling is essential.
 - Please be ready at the scheduled appointment time. We recommend having your pet secured and all decision-makers present.
 - Late arrivals may result in shortened appointment times, rescheduling, or cancellation, depending on our schedule.
 - We reserve the right to reschedule appointments due to weather, traffic, mechanical issues, or medical emergencies.
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2. Cancellations, No-Shows & Deposits

- A deposit may be required to secure your appointment, particularly for longer visits, procedures, or new clients.
 - Deposits are applied toward your final invoice.
 - Cancellations or rescheduling requests must be made at least 24 hours in advance.
 - Late cancellations or no-shows may result in forfeiture of the deposit and/or a cancellation fee.
 - Repeated missed appointments may require prepayment for future visits.
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3. Payment Policy

- All fees are for professional services rendered and are not contingent upon treatment outcome.
- Payment is due in full at the time services are rendered.
- Accepted forms of payment may include credit/debit cards, electronic payments, and other methods as specified by the clinic.
- We do not offer billing or payment plans unless explicitly arranged in advance.
- Estimates can be provided upon request; however, actual costs may vary depending on medical findings and treatment needs.

4. Travel & Service Area Fees

- As a mobile clinic, travel fees apply and are based on distance, location, and time.
 - Travel fees will be discussed at the time of booking and included in your estimate.
 - Additional fees may apply for extended travel, difficult access locations, or parking constraints.
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5. Client–Staff Relationship & Respectful Conduct

- We are committed to providing compassionate, professional care and expect mutual respect in all interactions.
 - Abusive, threatening, discriminatory, or inappropriate behavior toward staff will not be tolerated.
 - We reserve the right to refuse service or terminate the client–clinic relationship if respectful communication cannot be maintained.
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6. Safe Environment for Pets & Staff

- Clients acknowledge that veterinary care carries inherent risks, including but not limited to bites, scratches, escapes, or stress-related reactions, even with appropriate handling and precautions.
 - Clients are responsible for ensuring a safe, controlled environment for the appointment.
 - Dogs must be leashed; cats and small animals should be in secure carriers when possible.
 - Please inform us in advance of any history of aggression, fear, or anxiety.
 - The veterinarian may recommend sedation, muzzling, or alternative handling methods if safety is a concern.
 - We reserve the right to stop or decline services if the environment or pet behavior poses a safety risk.
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7. Pet Handling & Owner Presence

- An adult (18+) must be present and responsible for the pet during the appointment.
 - Owners may be asked to assist with gentle restraint when appropriate.
 - For safety and focus, we may limit the number of people present during examinations or procedures.
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8. Medical Records & Treatment Authorization

- By scheduling an appointment, you confirm that you are the legal owner or authorized agent for the pet(s) or livestock presented for care.
- Veterinary services are provided in accordance with the Alaska Veterinary Practice Act and regulations of the Alaska Board of Veterinary Examiners.

- A valid Veterinarian-Client-Patient Relationship (VCPR), as defined by Alaska law, is required for diagnosis, treatment, prescribing, and follow-up care.
 - The establishment of a VCPR requires that the veterinarian has sufficient knowledge of the animal(s), obtained through examination and/or timely visits to the premises where the animal(s) are kept.
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9. Emergency & Referral Policy

- Our mobile clinic is not a 24-hour emergency service.
 - If your pet requires advanced diagnostics, hospitalization, or emergency care, we may recommend referral to a specialty or emergency facility.
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10. Inclement Weather, Road Conditions & Access (Including Farm Calls)

- Appointments are subject to cancellation or rescheduling due to inclement weather, unsafe road conditions, limited daylight, natural disasters, or circumstances beyond the clinic's control.
 - Glacier Ridge Veterinary Services is not responsible for delays, cancellations, or inability to reach a location due to weather, road closures, ferry or air travel interruptions, limited access, or hazardous conditions.
 - Clients are responsible for ensuring reasonable access to animals, including plowed roads, safe parking, and clear paths to barns, pens, or pastures.
 - Travel fees may still apply if the clinic has already begun travel at the time of cancellation.
 - Appointments are subject to cancellation or rescheduling due to inclement weather, unsafe road conditions, natural disasters, or circumstances beyond the clinic's control.
 - Glacier Ridge Veterinary Services is not responsible for delays or inability to reach a location due to weather, road closures, limited access, or hazardous conditions.
 - Travel fees may still apply if the clinic has already begun travel at the time of cancellation.
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11. Animal Escape & Environmental Risks (Including Farm & Large Animal Calls)

- Mobile veterinary care occurs in variable environments that may increase the risk of animal escape, injury, or property damage.
- Clients are responsible for securing animals, facilities, gates, fencing, chutes, pens, and handling equipment prior to the appointment.
- Glacier Ridge Veterinary Services is not responsible for animals that escape or are injured due to environmental conditions, inadequate facilities, or client-provided equipment.
- Mobile veterinary care occurs in variable environments that may increase the risk of pet escape.
- Clients are responsible for securing doors, gates, fences, and other potential escape points prior to the appointment.
- Glacier Ridge Veterinary Services is not responsible for pets that escape due to environmental factors outside of our direct control.

12. Photography & Video Consent

- With client consent, photographs or videos may be taken for medical documentation, educational purposes, or clinic marketing.
- Identifying information will not be shared without explicit permission.
- Clients may opt out of photography or video use at any time by notifying clinic staff.

13. Limitation of Liability (Alaska)

- To the fullest extent permitted by Alaska law, Glacier Ridge Veterinary Services, its veterinarians, staff, and contractors shall not be held liable for indirect, incidental, or consequential damages arising from the provision of veterinary services, including farm or large animal services.
- Clients acknowledge that working with livestock and large animals carries inherent risks, including injury to animals, owners, bystanders, or staff.
- Liability, if any, shall be limited to the cost of the services provided, except in cases of gross negligence or willful misconduct as defined by law.
- To the fullest extent permitted by Alaska law, Glacier Ridge Veterinary Services, its veterinarians, staff, and contractors shall not be held liable for indirect, incidental, or consequential damages arising from the provision of veterinary services.
- Liability, if any, shall be limited to the cost of the services provided, except in cases of gross negligence or willful misconduct as defined by law.

14. Governing Law & Venue (Alaska)

- These policies and any disputes arising from services provided shall be governed by the laws of the State of Alaska.
- Venue for any legal action shall lie exclusively within the appropriate courts of the State of Alaska.

15. Large Animal & Farm Call Responsibilities

- For farm and large animal visits, clients must provide safe, functional handling and restraint facilities appropriate for the species and procedure.
- The veterinarian may decline or discontinue services if facilities, animal behavior, or environmental conditions pose a safety risk.
- Clients or their designated agents may be required to assist with animal handling and movement.

16. Privacy & Confidentiality

- Client and patient information is kept confidential in accordance with applicable laws and professional standards.

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16. Policy Updates

- Policies are subject to change at the discretion of Glacier Ridge Veterinary Services.
- These policies do not replace or override applicable state or federal laws, veterinary practice acts, or professional regulations.

Thank you for choosing Glacier Ridge Veterinary Services. We appreciate your trust and look forward to caring for your pet in the comfort of your home.