

Client Expectations

We're committed to providing safe, reliable, high-quality care for you and your horse. To help us do that, we ask all clients to follow these simple expectations:

Communication & Scheduling

- Please use our online booking system (PetCare) or call the office for all appointment requests.
- Information on zone schedules and accessing the PetCare app can be found by visiting www.islandequineclinic.com/client-resources
- Arrival windows and zone schedules help us stay efficient. If a veterinarian is running behind or needs to reschedule, this will be communicated promptly.
- If you need to cancel or reschedule, please let us know as early as possible.
- Appointments canceled with less than 24 hours' notice will incur a \$70 cancellation fee.

Safety at the Farm

- Horses must be haltered and safely restrained before we arrive.
- Please ensure the work area is safe, dry, and well-lit.
- For safety, children and pets should be kept clear of the treatment area.

Professional Conduct

- We maintain a respectful, harassment-free environment for clients and staff.
- Disruptive, aggressive, or abusive behavior towards members of the Island Equine Clinic team will not be tolerated and may result in client dismissal from the practice.

Payment & Policies

- Payment is due at the time of service. Please visit www.islandequineclinic.com/client-resources to download a credit card authorization, or you may also send a message to contact@islandequine.com and we will send you a digital authorization form to complete.
- Absentee owners (owners not present for appointments) must have a credit card on file and a signed credit card authorization (CCA). If an owner chooses not to complete a CCA, payment must be made within 48 hours or future services will be suspended.

Emergency Care

- Emergencies are triaged based on severity, location, and availability.
- We will always do our best to respond promptly and keep you informed.