



Pet Street Veterinary Care Center's Terms and Policies

Payment for all services are due at the time services are rendered.

We will gladly prepare a written estimate if you desire. Please ask the receptionist. A deposit may be required for surgery or hospitalization at admitting. A billing charge of 1.5 % per month, 18 % per annum, will be charged on all accounts after the first 30 days. Minimum billing charge is \$1.00 per month. A fee in the amount of \$25.00 will be charged for any returned checks.

To prevent the spread of infectious diseases and parasites, hospitalized and boarded patients must be current on all vaccines and free of internal and external parasites. I authorize the doctor to provide vaccines and parasite control as needed for my pet. I also understand that if my pet has fleas and/or ticks and requires admission for care, it will be treated at my expense.

Because all of our procedures require careful planning and scheduling, it is critical that patients keep their appointments and arrive in a timely manner. This way we are able to keep waiting room time to a minimum. We do attempt to confirm all appointments by phone, but often cannot reach everyone. If a patient is unable to keep an appointment, more often than not another patient could be given that time. Therefore, we kindly ask that if you are not able to keep your appointment, you give us the courtesy of notifying us as soon as you are able, even if it is the same day.

If a client fails to call and does not come for the appointment, our policy is as follows:

- We do not charge for missed appointments, but a record of it will be kept.
- Any client missing 2 consecutive appointments will not be offered another appointment unless choosing to pay for the procedure in advance.
- Any client required to pay for a procedure in advance under the terms of this policy, who then does not provide us 24 hours notice of cancellation regarding the prepaid procedure, agrees to forfeit the deposit.

I agree that should my account become delinquent, I will be responsible for all collection costs, including but not limited to the outstanding balance, attorney fees, court costs, collection agency fees and interest at the rate of 18% per annum (1.5% per month). I have read and understand the above policies.