

PORT ROYAL VETERINARY HOSPITAL
1502 Paris Avenue Port Royal, SC 29935
843-379-PETS (7387) fax 842-379-7386
"Like" us on Facebook!

FINANCIAL & TERMS OF SERVICE POLICIES

FINANCIAL POLICY:

- **Payment Methods:** Cash, Check, Visa®, Mastercard®, American Express® and/or Discover Card®
- Care Credit (Operated/managed by Synchrony Bank—allows you to begin treatment today and pay over time; can be used for veterinary bills as well as personal physician and/or dental bills)
- **Payment is due at the time of service.** Treatments involving hospitalized care will require a deposit; treatment involving costs of \$100.00 or more will require a 100% deposit to begin your pet's treatment.
- PRVH charges \$30.00 for returned checks.
- For clients with pet insurance, payment is expected at the time of service and we will be happy to provide you with the necessary documentation required to submit a claim to your insurance carrier.
- PRVH holds the right to charge any delinquent account over 30 days an interest rate of 1.5% monthly on any outstanding balances.

TERMS OF SERVICE POLICY:

- PRVH **requires an appointment** for all services; we do not accept walk-ins.
- If we are fully booked with appointments during normal business hours, and your pet needs to be seen, **an Urgent Care Exam may be available for a fee of \$75.00.** The fee is assessed due to the doctor and technicians taking time away from scheduled appointments to provide prompt attention to your pet.
- Appointments are set in increments of 20 minutes. We strive to provide prompt service to every client and thus, if you are **more than (5) minutes** late for your scheduled appointment time, we will need to reschedule your pet's appointment.
- **Medication refills require 24 hour notice to be filled.**
- Purchase of heartworm medication requires **both a physical exam by one of our doctors** as well as a negative heartworm test within the last 12 months.
- PRVH provides estimates for recommended treatment plans for your pet; however, various factors to include medications can affect the final cost of the plan. **ESTIMATES ARE NOT REPRESENTATIVE OF A FINAL COST.**
- PRVH maintains a Facebook page as well as a website. We enjoy featuring our clients and their pets; if we take photos and/or video of your pet, may we feature them on our Facebook page and/or website?
 YES NO

**By signing below, you agree to the above Financial and Terms of Service policies.
VIOLATIONS OF THE ABOVE POLICIES COULD RESULT IN THE CLIENT RELATIONSHIP BEING TERMINATED.**

Client/Owner Signature

Client/Owner Printed Name

Date