



Deposit Policy

A deposit is required per pet at the time of scheduling to secure the appointment slot(s). The deposit amount corresponds to the type of appointment scheduled (\$40 for non-surgical appointments, \$25 for feline spay/neuter, \$50 for canine spay/neuter, and \$100 for non-spay neuter surgeries). The deposit will be applied to your pets' visit and you will be responsible for paying the remaining balance at the time of check-out.

Cancellation Policy

We require at least 24 hours' notice if you need to cancel or reschedule your appointment. If you wish to cancel and it is more than 24 hours before the appointment time we will refund your deposit to the original payment method. If you wish to reschedule and it is more than 24 hours before the appointment time we will forward the original deposit to the rescheduled appointment.

If you cancel or reschedule within 24 hours of the appointment the deposit will be forfeit and applied to a late/no show fee. You will then be required to pay a new deposit per pet when rescheduling.

Late Arrival Policy

We allow a grace period of **10 Minutes** for unforeseen delays a client may encounter while traveling to our clinic for their appointment. If you are more than **10 Minutes** late for the appointment it will be cancelled and need to be rescheduled. The deposit that was given will be forfeit and applied to a late/no show fee. You will then be required to pay a new deposit per pet when rescheduling.

Signing below indicates you understand and agree to the above policies

SIGNATURE

DATE