

ANTIETAM VALLEY ANIMAL HOSPITAL APPOINTMENT POLICY:

EARLY ARRIVAL: Clients who arrive earlier than their pet's scheduled appointment, are welcome to enjoy the comforts of our waiting room. ***Please Note: The pet will be seen at his/her scheduled appointment time.***

LATE ARRIVAL: Clients who arrive late (***10 Minutes or more***) for their pet's scheduled appointment may be asked to reschedule the appointment. The Staff will make every effort to reschedule the appointment based on first-available.

NO SHOW / MISSED APPOINTMENTS:

- **First Missed Appointment** - When a scheduled appointment results in an initial (first time) "no show", a follow up phone call will be placed to the client.
- **Second Missed Appointment** – If a second missed appointment occurs within a 6-month period, a Missed Appointment Fee of **\$25.00** will be charged.
- Payment of this fee is required before an appointment can be rescheduled.

ANTIETAM VALLEY ANIMAL HOSPITAL PAYMENT POLICY:

Antietam Valley Animal Hospital requires **full payment** at the time services are rendered. We accept **Visa, MasterCard, Discover Card, Cash and Care Credit.** **WE DO NOT ACCEPT CHECKS.**

Client Signature

Date