



## **Policies and Client Responsibilities**

### **Methods of Payment**

We require full payment at the time of treatment. We accept MasterCard, Visa, Discover, cash, and personal checks. CareCredit is also accepted for expenses greater than \$200.

### **Late Arrivals**

Appointments involving clients arriving more than ten (10) minutes late may be considered "Missed Appointments" and might need to be rescheduled. If you think you are going to be late, we ask that you call us as soon as possible to determine if your late arrival can be accommodated or if you will need to reschedule.

### **Missed Appointment Policy**

We make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments, arriving on time, and notifying us a minimum of twenty-four (24) hours in advance if you are unable to keep an appointment. Late arrivals, appointment cancellations with less than 24 hours' notice, and no-shows may incur **Missed Appointment Fees** as follows:

- 1. First missed appointment:** Our staff will call to make sure you and your pet are all right and to reschedule your appointment. You will not be charged for this first missed appointment.
- 2. Second missed appointment:** Our staff will call to make sure you and your pet are all right and to reschedule your appointment. A \$25 missed appointment fee will be charged to your account.
- 3. Third and further missed appointments:** Our staff will call to make sure you and your pet are all right. Immediate payment of the standard fee for the missed appointment will be required and must be paid before we will schedule any further appointments. You will also be asked to pre-pay for any future appointments.

We realize that sometimes mistakes happen, and occasionally, appointments are missed. As a courtesy, the first-time waiver has been provided for such slip-ups. The above fees will be assessed per pet in cases of multiple pet appointments. Fees can be waived at the veterinarian's discretion.

### **Alternative/Complementary Medicine**

GVR utilizes alternative therapies such as acupuncture, chiropractic, Chinese herbs, energetic therapies and homeopathy in the treatment of animals. Clients grant full authority to GVR and any veterinarian associated with the clinic, their respective employees, assistants or consultants, to administer and perform any and all complementary and/or alternative treatments or procedures to their animal(s) that may be deemed advisable or necessary. The veterinarian working with the animal will ask the client before instituting such therapies and the client has the right to decline services at that time.