

Hill Country Animal Hospital Payment and Cancellation Policies

Thank you for choosing Hill Country Animal Hospital. Our primary mission is to treat every patient as our own through compassionate customized medical care. We hope that we will exceed your expectations!

Hill Country Animal Hospital requires payment in full at the end of your pet's visit or at the time of discharge.

We believe in being transparent with the care we provide. In order to accomplish this, we provide our clients with a healthcare plan that outlines the medically recommended treatment for your pet along with the associated charges for that treatment. Your pet's nurse or doctor can answer questions regarding that healthcare plan.

PAYMENT OPTIONS INCLUDE:

- Cash
- Scratch Pay (Allows you to pay over time through a third party)
- Check
- Care Credit (Allows you to pay over time through a third party)
- Visa, MasterCard, American Express or Discover Card

Returned checks will be charged \$25.00

We charge 1.5% **interest** on any outstanding balances older than 30 days.

All unpaid balances will be sent to **collections**.

DEPOSITS: In the event that this is your first visit with us and your pet needs to be hospitalized or receive extensive treatment, a deposit will be required to begin your pet's treatment.

LATE ARRIVALS AND NO-SHOW APPOINTMENTS: We make every attempt to respect the time of our clients and stay on time with our appointments. In order to accomplish this, we ask for your cooperation as well. If you arrive more than 10 minutes late to your scheduled appointment it may be necessary for you to reschedule.

Multiple "no show" appointments or late cancelations may result in the need for alternative appointment scheduling.

If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet.

By signing below, you agree to the foregoing terms of payment:

Client/Owner Signature

Date