



DEPOSIT POLICY

The following policies have been designed to maintain an efficient surgery schedule and ensure the fair distribution of the doctor's surgery time for all patients. We hope the policies do not cause significant inconveniences and truly appreciate your cooperation.

- ◆ **How much?** A **non-refundable deposit of \$50** in cash or credit card (Visa, MasterCard, Discover, or American Express) **is required to reserve** your desired surgical date, and is **due at the time** of reserving the date of your surgery.

- ◆ **When to reserve space?** You are welcome to make your reservation for surgery on the day of your consultation. If you later realize that work or other scheduling conflicts exist, your deposit will be fully credited toward a more convenient surgery date so long as three business days notice is given.

- ◆ **Rescheduling.** In order to receive full credit for your deposit, please notify our office at least **three business days** prior to your scheduled procedure date. We understand that personal situations can arise unexpectedly and you may reschedule your surgery as often as necessary without penalty until the end of the calendar year provided we receive three business days advance notice. **If surgery is not performed or deposit is not used for other services by end of calendar year, deposit is forfeited. If appointment is cancelled by HCO due to "No Show", deposit is forfeited. Cancellations/Reschedules can be accepted by call, voicemail, or email. Cancellations and reschedules must be three business days prior to your scheduled procedure date.***

- ◆ **Final Payment.** Final payments must **be received at the time** of the surgical appointment. We accept cash or credit card.

Thank you for placing your trust in HCO Pet Clinic.

* Documented feral animal expectations will apply to same day cancellations.

** I certify that I have read this form, fully understand and comply with the financial terms related to my surgical procedure.

Pet Parent/Owner/Guardian

Date