



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 inconvenience and truly appreciate your cooperation.

- **How much?**

A **non-refundable deposit of \$75 for the first pet and \$50 for each additional pet** 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 service.

- **Rescheduling.**

We understand that personal situations can arise unexpectedly therefore you may reschedule your surgery three times within 90 days of the date of the deposit without penalty, provided the reschedule occurs 24 hours prior to the day of surgery. Any same-day cancellations are subject to deposit forfeit. **If surgery is not performed or the deposit is not used for the scheduled services within 90 days, the deposit is forfeited. If an appointment is canceled by HCO due to "No Show", the deposit is forfeited. Cancellations/Reschedules can be accepted by call, voicemail, or email. Reschedules must be 24 hours prior to your scheduled procedure date.***

- **Final Payment.**

Final payments must **be received at the time** of the surgical appointment. The final payment is considered a deposit until the pet is discharged. All Deposits are final and non-refundable regardless of the outcome of the procedure.

We accept cash or credit

Thank you for placing your trust in HCO Pet Clinic.

*** Documented feral animal expectations will apply to the same day reschedule request.**

I certify that I have read this form, fully understand and comply with the financial terms related to my pet's surgical procedure and that all monies paid toward the treatment of my pet are non-refundable by the clinic.

Pet Parent/Owner/Guardian

Date