



### **Essex Animal Hospital Policies**

Thank you for choosing Essex Animal Hospital to care for your pets. Please read and acknowledge the following hospital policies.

#### **Non-Refundable Appointment Reservation Fee Policy**

All new clients are required to pre-pay for their first exam. This pre-payment is non-refundable and will be applied to your total bill at the time of your pet's first appointment with us.

#### **Non-Refundable Surgery/Dental Reservation Fee Policy**

All surgery/dental appointments are required to pre-pay a fee of \$200 to schedule. This pre-payment will be applied to your total bill at the time of your pet's discharge. The fee is refundable with a minimum of 72 hours' notice of cancellation. If less than 72 hours are given or you do not show the reservation fee will be forfeited.

#### **No-Show and cancellation Policy**

Appointment cancellations require a minimum of 24 hours' notice or will be listed as a "No Show". After two "No Show Appointments", clients will be required to pre-pay for all future exams. This payment will be non-refundable.

#### **Late Policy**

EAH operates with a 10-minute late policy. In the event that you are 10 or more minutes late to your appointment, we reserve the right to reschedule. Please understand that this is to ensure that our doctors can see not only scheduled appointments but also their hospitalized patients.

#### **EAH Code of Conduct**

One of the most important criteria for the delivery of veterinary medical care from veterinarians and staff members at Essex Animal Hospital is a polite, effective, comfortable, and open avenue for communication. Additionally, shared confidence between client and doctor is an essential component of an effective veterinary-client-patient relationship. EAH strives to not only meet but exceed these guidelines. In return, we expect that clients will treat all EAH staff in compliance with these guidelines and respect our staff.

#### **Appointment Requirements**

Clients are asked to always maintain safe control of their pets. When arriving for an appointment, dogs must be leashed (retractable leashes MUST be locked), and cats must be in a secured carrier. If you would like advice on the safest way to transport your pet, please ask us!