



**TRICOUNTY**  
VETERINARY CLINIC

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**Appointment Policies:**

Unfortunately, like other medical practices, we also have late arrival or no-show appointments. We do try and manage these as apart from impacting on those who have arrived on time for their appointment. Arriving late or not showing at all impacts on the ability to manage treatments for these pets and other customers. Therefore, we have adopted rules to guide staff with late arrivals, cancellations, and no- shows.

**Late Appointments:** Tri County Veterinary Clinic tries to maintain a schedule that allows individual time with each client and pet. Late appointments may be asked to reschedule if the veterinarian's schedule cannot accommodate. We strongly encourage all our clients to arrive at least 10 minutes early for their scheduled appointment, as we do have administrative paperwork that will need to be completed, especially if you are a new client or have a new pet. *Anyone who is running 5 minutes late or later will be charged for setting us behind. The first time you will receive a warning, from there on out, there will be a fee of \$20.00 in addition to the office call.*

**Missed Appointments/Cancellations/No Shows:** Tri County Veterinary Clinic provides reminder phone calls, emails and or text messages as a courtesy to remind clients of their appointments. We understand that emergencies do arise, but we ask that that you give the office a 24-hour notice for a cancelation appointment. Clients who do not cancel their appointments in accordance with customer agreement will be considered a "no show." *If a client has 2 or more "no shows" we may elect to no longer reserve appointments and may charge a non-refundable Office Call deposit of \$47.00.*

- A missed appointment fee will need to be paid prior to receiving any new services, prescriptions, foods and or pet supplies.

**Payment Options:** All charges are due at the time of service. We accept Cash, Visa/Mastercard/Discover Card, Debit Cards, Check and Care Credit.

Customer Name: \_\_\_\_\_ Account: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_