



Client Code of Conduct Policies

Clermont Animal Hospital, Inc..

Clermont Animal Hospital strives to provide the best possible veterinary care for all of our patients and provide a warm, family friendly atmosphere for our clients. To achieve this, we need your cooperation in following our policies. Please initial each policy and sign/date the bottom. Please be aware that failure to follow these policies may result in dismissal from the practice.

_____ **Respect and civility are expected at all times, both on the phone and in the office.** Foul/crass language, profanity, verbal abuse, threats, discriminatory/derogatory comments, or intimidation will not be tolerated for ANY reason. **This is a ZERO TOLERANCE policy!**

_____ Shirts and shoes are required for service. This applies to ALL family members except babies confined to car seats or strollers. Close-toed shoes are recommended for your protection and safety.

_____ If you must cancel an appointment, please kindly provide 24-hours' notice. Clients who fail to keep a scheduled appointment will be asked to pay the office call or recheck fee in advance for future appointments. For procedures, a \$100 deposit will be required. This will be applied to your visit but is non-refundable. If you fail to keep the appointment without 24-hours' notice, you will forfeit this fee.

_____ Please arrive 5 minutes prior to your appointment time to check-in. There is a 15-minute grace period after your scheduled time to allow for the "unexpected." After this period, you will need to reschedule your appointment and pay the required non-refundable deposit (see above).

_____ Payment is expected at the time that services are provided unless advanced arrangements have been made! Billing may be approved **in select circumstances**, but ONLY for sick/injured pet care. Routine care (vaccinations, spay/neuter, parasite control, ongoing medications, etc.) cannot be billed. Failure to make monthly payments or bounced checks will result in the loss of future billing privileges.

_____ All pets must be properly restrained and controlled at all times on the premises. Please ensure that collars are snug enough to not slide over the head. All pets must be in a carrier or on a lead not longer than six feet. Retractable leads are not acceptable, unless they are in the short, locked position. If you need a loaner carrier or lead, please ask! Do NOT allow your pet to approach other pets or people.

_____ Children are welcome in the hospital but must be closely supervised by a responsible adult at all times! There are many potential dangers for unsupervised children! Please do NOT allow your child to approach other animals (not all are friendly), open drawers, or wander through the hospital unattended.

_____ A limited number of same-day appointments are reserved for sick and injured pets. These appointments can ONLY be booked same-day and will be assessed an urgent care fee. In some cases a "double-book" may be used to squeeze in an urgent case, but you should be prepared for a longer wait-time. **Be aware that you may need to go to an urgent care facility for same-day service**, as same-day appointments often book up first thing in the morning.

_____ It is your responsibility to keep all information current with us including phone, email, address, and medical information (i.e. records from other veterinary hospitals). We do not send SPAM emails, but we will use this platform for important announcements such as disease outbreaks and recalls.

_____ (print name) _____ (signature) _____ (email) _____ (date)