

LIBERTY VETERINARY HOSPITAL



Payment Policy Terms and Conditions:

Payments & Personal Information:

- Payment is expected in full at the time the service is rendered or upon pet's release. If you have an existing balance, that balance should be paid as well during your visit. Your pet's release may be delayed until payment in full is made. Owner will be responsible for boarding charges if necessary until debt is paid in full.
- Special order foods and products must be paid for in full prior to ordering if you do not have a current credit card # on file. S/O items may be charged to your credit card on file after we receive them.
- Your personal information is kept strictly confidential and is **not** provided to any outside person or company unless at your request, or if your account is delinquent and must be sent to collections.
- We require a current credit card # to be kept on file if/when you schedule boarding, dental procedures, surgery, & hospitalization. If you do not have a CC#, or do not wish to give one, see deposits below.
- For your convenience, we accept Cash, Check, Visa, MasterCard, Discover, American Express, and Care Credit.
- We are unable to make change for \$100 bills.

Deposits & Cancellations:

- A 100% deposit of the estimate LOW end is required **prior to treatment** for hospitalization, emergency, dental, & surgery cases. Exception may be granted if current credit card information has been provided.
- Since we strive to make our services available as quickly as possible to all clients, we require sufficient notice for cancellations & rescheduling so we may offer vacated slots to other clients. Exams should be changed by 8am the day of the appointment. Surgeries & dentals require 24 hour notice. We charge for appointments which are missed or canceled w/o such notice.
- Late arrivals may need to be rescheduled as a courtesy to other waiting clients if you arrive more than 10 minutes after your scheduled appointment.
- As a convenience for all clients that might be on a waiting list, we request 48 hour notice if you need to change or cancel a boarding reservation. 50% of the total missed boarding amount (rounded to the next whole day) will be charged to your credit card on file if you fail to provide 48 hour notice.

Service Charges:

- A \$35 service charge will be assessed for checks returned unpaid and the full debt charged to the credit card on file if not paid by other means within 5 days of return. Returned check may prohibit you from writing future checks with us.
- Payment plans may be possible to arrange on an as needed/available basis. You must let us know **before** treatment is rendered if you expect to need such a plan. A fee will be added to your invoice for the convenience of such payment plans if/when granted. Puppy & Kitten Wellness Plans may be arranged by receptionists. All other payment plans must be arranged through the Practice Manager.

Overdue Accounts:

- Account balances more than 30 days overdue will be assessed a 5% service charge per month, unless you have previously arranged a payment plan with us.
- Account balances more than 60 days overdue will be charged to the credit card on file including any service charges
- Account balances more than 90 days overdue will be submitted for collections.

I understand that Liberty Veterinary Hospital (LVH) performs its services in good faith, and I accept the payment terms and conditions of the hospital. I further agree to accept full financial responsibility for all services rendered by LVH and agree to make payment in full upon completion of these services or release of my pet(s) from the hospital.
