

Denney Veterinary Service

New Client Agreement

As a new client of Denney Veterinary Service, I _____ agree to the following terms and conditions.

1. I will pay for all services and visits at the time of service in full.
2. I acknowledge that if I write a check, it will be presented electronically, and my driver's license and phone number will be required to be on the check.
3. I agree to treat all staff members with respect and kindness. Failure to do so will result in termination of the client/patient relationship and I will be asked to find another veterinary clinic.
4. I agree to give 24-hour notice prior to cancellation of an appointment. Failure to do so or failure to show up for an appointment will result in a \$30 missed appointment fee. This fee needs to be paid prior to rescheduling. Failure to pay the fee, or multiple infractions will result in termination of the client/patient relationship, and I will be asked to find another veterinary clinic.
5. I agree to get all my pet's vaccinations here at Denney Veterinary Service, and not use outside vaccine clinics.
6. I understand if I send someone else in my place to the appointment with my pet, that individual has my permission to seek medical care and make medical decisions in my absence. I also agree to pay the charges resulting from these decisions.
7. I understand if I use an outside third-party pharmacy, I will incur a charge of \$8 for the prescription writing fee (per pet, per prescription). If I use the in-house pharmacy, or the clinics online pharmacy this fee will be waived.
8. I agree to give the clinic 24-hour notice before picking up any prescription.
9. I agree to seek emergency medical care at a local emergency hospital if Denney Veterinary Service is unavailable to see me or the clinic is closed.

Denney Veterinary Service's agrees to the following:

1. Treat all animals as if they were one of our own pets, with care and respect.
2. Provide all pets with the best medical care we can provide, and if your pet needs a service we cannot provide, we will refer you to a clinic or specialist that can.
3. Offer every pet the gold standard of care each time they walk through the door. We understand that it's the owner's choice as to what medical care is provided, but we will always offer the client every service available.
4. We agree to answer all questions owners have about their pet's medical care to the best of our knowledge.

Client Signature

Date