

Client Code of Conduct

Thank you for trusting us with your pet's care.

We are committed to providing a safe, respectful, and compassionate environment for every patient, client, and team member.

✓ **Respect & Kindness**

We strive to create a positive and respectful environment for everyone. We ask that all interactions with our team remain courteous and kind.

✓ **Appointments**

- Please arrive on time
- Provide 24 hours' notice for cancellations
- Please note that late arrivals may result in a shortened visit or the need to reschedule.

✓ **Payment Policy**

- Payment is due at time of service
- A credit card on file is required
- Missed appointments or late cancellations will incur a fee of \$100

✓ **Communication & Care**

- Please follow treatment recommendations.
- Please allow reasonable time for our team to respond to calls and messages.
- For emergencies, please contact an emergency hospital directly.

Zero-Tolerance Policy

We reserve the right to refuse service or discontinue care if behavior is unsafe, disrespectful, or repeatedly non-compliant with hospital policies.

We're Here for You

We value your partnership and are always happy to help. Please reach out to a manager with any questions or concerns.

Thank you for helping us create a positive experience for everyone.