

Powell Valley Animal Hospital
4501 Aerial Way, Big Stone Gap, VA 24219
276-524-1214

Financial Policy

FULL PAYMENT IS DUE AT TIME OF SERVICE

Our office gladly accepts cash, Visa, MasterCard, American Express, Discover and ScratchPay. We DO NOT accept checks or Care Credit.
Please note: PAYLO charges a 3.5% fee for all credit/debit transactions.

Cancellations & Missed Appointments

Appointments are valuable blocks of time and when an appointment is broken or cancelled with short notice we are often prevented from filling that time and helping other patients. Please give at least **24 hours notice** when you will not be able to make your scheduled appointment. **There will be a \$25 charge if you have missed 3 or more appointments or 1 surgery appointment without 24 hour's notice.** Additionally, if you are more than 15 minutes late for an appointment you may have to be rescheduled.

Hospitalizations & Surgeries

There will be a **deposit** of \$150 or 25% of the estimated total, whichever is greater, for all surgeries and hospital stays. If the amount of the deposit is more than the total amount due at check-out, you will be refunded or credited the remaining amount.

Delinquent Accounts

Any account that goes unpaid for 30 days or longer will accrue monthly service charges. Also, we reserve and will exercise the right to take legal action on any account 90 days past due. All expenses incurred as a result will be the client's responsibility, as permitted by law.

By signing below, I certify I have read, understand, and agree to this financial policy.

Client Signature _____ Date _____

Please Print Name _____