



Tally Oaks

Veterinary Wellness Center

Tally Oaks Veterinary Wellness Center

19302 Silcott Springs Road

Purcellville VA 20132

540 338 7081

www.tallyoaksvet.com

Clinic Policy Statements

1. Canceling Appointments and No-Shows

To reschedule or cancel an appointment you must **call the office at least 24 hours prior to the appointment** at **540-338-7081** (emails and texts are not acceptable). Cancellations or no shows less than 24 hours of the appointment will be charged a non-negotiable fee of **\$50.00 per scheduled patient**, which needs to be paid prior to your next visit. If your pet is scheduled for a surgical procedure and you cancel the appointment less than 24 hours of the scheduled drop off time or don't show up, there is a **\$100 fee**, which needs to be paid prior to your next visit.

2. Policy on Late Fees on Overdue Invoices

Accounts not paid within 30 days are subject to a 10% monthly finance charge. Financing available upon request. TOVS participates in Care Credit (charges over \$200 are eligible with approval for up to a 6 month free financing program. IF not paid in the allotted time, the balance due will accrue all the 6 months finance charges.)

3. Prescription Requests

Your pet has to be seen by TOVS within the past year for any prescriptions to be authorized. Any heartworm prevention must have a negative Heartworm test within the last year (While being on medications continuously). Outside Pharmacy (except Vet's First Choice) will be charged a \$10 prescription fee.

4. Office Hours

TOVS is NOT staffed 24 hours. In the event of an emergency please call the nearest emergency animal hospital. Our office hours are as followed:

Monday, Tuesday, Thursday, Friday 8:30 AM – 5:00 PM

Wednesday 8:30 AM – 8:00 PM

Saturday - Appointments upon request

Sundays - Closed

Major Holidays Closed

I have read the above policies and understand I will be responsible for the fee of \$50.00 if I fail to notify the office of a cancellation or need to reschedule 24 hours prior to my appointment.

Print Name

Client Signature

Date