

# Hospital Policies

- 🐾 If you have a sick dog that has been vomiting, has had diarrhea, or has been coughing, it is important that extra precaution is taken. Please let our staff member know when you call to make the appointment. We also ask that you carry your pet straight into the designated exam room and keep them there while we check you in. We will ask you to keep your pet confined to the exam room, and not to take them out to the lobby area. These extra precautions help to contain and prevent the spreading of any contagious virus or disease your dog might have.
- 🐾 For the safety of your companion and others, we ask that you please restrain your pet when bringing them into our facility. All pets must either be on a leash or in a carrier/crate.
- 🐾 If your pet is aggressive and/or is known to bite or scratch, please let our staff members know ahead of time, so that we can prepare accordingly and take the necessary precautions to ensure that your pet and our staff are kept safe.
- 🐾 All payment is expected prior to or at the time that services are rendered. We do not set up payment plans, the amount due must be paid in full. Accepted payment methods are as follow: cash, debit card, Visa, Mastercard, American Express, Discover and Care Credit; no checks please.
- 🐾 Our business hours are as follow: Monday-Friday 8am-7pm, Saturday 9am-4pm and Sunday 10am-2pm. Our emergency hours are as follow: Monday-Friday after 6pm, Saturday after 3pm and all day Sunday. During emergency hours, there are additional fees for veterinary services and treatment; prices for grooming and boarding services will remain the same. Emergency hours for reproductive services will begin at 5pm Monday through Friday, 2pm on Saturday and all day Sunday.
- 🐾 We proudly boast a flea- free facility. If fleas are found on a pet that is boarding, or being hospitalized at our facility, we will have to give a flea bath and/or flea medication, at the owner's expense.
- 🐾 There are no doctors or staff on the premises after business hours which are as follow: Monday-Friday 8am-7pm, Saturday 9am-4pm and Sunday 10am-2pm.