



1130 Contra Costa Blvd.
Concord, CA 94523

Phone 925-686-6363

Fax 925-686-6395

Financial Policy

Thank you for choosing Sun Valley Animal Hospital, Inc. Our primary mission is to deliver the best and most comprehensive veterinary care available for your pet. An important part of the mission is making the cost of optimal care as easy and manageable for our clients as possible by offering several payment options. Sun Valley Animal Hospital requires payment in full at the end of your pet's examination and/or at the time of discharge.

Payment Options:

You can choose from:

- Cash, Visa®, MasterCard®, American Express® or Discover Card®
- Pet Insurance – To ensure you can provide your pets the care they need, when unexpected expenses arise
- Convenient Monthly Payment Plans¹ from CareCredit®
 - o Allow you to begin treatment today and pay over time
 - o Available for any treatment amount
 - o Can be used repeatedly - for your entire family - without having to reapply¹

Deposit & Billing:

Anesthetized procedures such as dental cleaning or surgery will require a Minimum 50% deposit at the time of reservation for the procedure. A 25% non-refundable fee will be retained from this deposit for any procedure cancelled or missed without at a 24-hours advance notice. We charge 5% interest on all outstanding account balances older than 30 days. All accounts 90 days past due will be relinquished to a collection agency.

Additional Policy Information:

A fee of \$25 is charged for clients who miss or cancel more than 3 appointments in a calendar year without 24 hours notice. Also, a \$20 fee is charged to those who no call no show to their appointments. We recommend pet insurance, especially for puppies & kittens. We are happy to provide you with the necessary documentation to submit a claim to your insurance carrier.

If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet.

By signing below, you agree to the foregoing terms of payment:

Client/Owner Signature

Date

Client/Owner Name (Please Print)

Pet Name

Breed

¹Subject to credit approval