

Animal Ark Animal Hospital Reservation Fee Policy

For all the following services a client must provide a non-refundable reservation fee as described with full understanding that this reservation fee will be forfeited if the policy is not adhered to. This policy is non-negotiable.

New Client: \$82.50 (subject to change to the year's exam price) reservation fee which is non-refundable should the client cancel less than 24 business hours prior to the scheduled appointment time.

No Show: We send out reminders to let owners know of their pets' appointments as to ensure no other pets upcoming appointments will be affected. If no show occurs, the Owner must pay a fee of \$82.50 (subject to change to the year's exam price) as well as a reservation fee per staff's discretion.

Elective Surgery (Spay, Neuter, Mass Removal, Etc.): \$100 reservation fee which is non-refundable should the client cancel less than 48 business hours* prior to the scheduled appointment time.

Dentistry/Dental Surgery: \$100 reservation fee which is non-refundable should the client cancel less than 48 business hours* prior to the scheduled appointment time.

Tennessee Veterinary Surgical Services: \$500 reservation fee which is non-refundable should the client cancel less than 48 *business hours prior to the scheduled appointment time.

Infinity Ultrasound Procedures: \$100 reservation fee which is non-refundable should the client cancel less than 48 *business hours prior to the scheduled appointment time.

Business Hours will not include hours we are closed, which may include, but are not limited to, holidays. Weekend hours are not considered business hours.

This policy is non-negotiable as Animal Ark Animal Hospital is liable for the appointment fees associated with the specialist regardless of whether the appointment is attended. Also note, that should you forfeit your reservation fee with the specialist they WILL NOT accept your pet as a patient in the future.

Signed _____

Animal Ark Animal Hospital L.L.C.
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