



CANCELLATION POLICY

We at the Animal Therapy Center strive to provide the best possible care and ensure that your pet can be seen as needed to meet your rehabilitative goals. Your pet's appointment time has been reserved especially for you and cannot generally be transferred to another pet on short notice.

We do understand that emergencies occur, and at times an appointment may need to be cancelled or rescheduled. Should an emergency arise, we request that a minimum of 24 hours' notice be given.

In the event that 24 hours' notice is not given, the following applies:

- The first cancellation with less than 24 hours' notice is noted, but not penalized.
- Future cancellations with less than 24 hours' notice will be charged accordingly. If your pet has a package of sessions, one session will be marked as used. If your pet is not on a package, you will be charged for the single session that was missed.

Please be advised that any missed appointments that are not cancelled prior to the scheduled start time will be charged for as well

REFUND POLICY

For the convenience of our clients, the Animal Therapy Center offers packages of therapy sessions to better help your pet achieve the desired outcomes of rehabilitation. These packages are prepaid and are offered at a discounted rate from single session charges and must be used within 6 months of the purchase date.

Please be advised when purchasing these packages that refunds are granted on a very limited basis. The only reason a refund of the unused portion of the package will be granted is one of the following:

- If the pet passes away before the completion of the package
- If, in the opinion of the attending veterinarian, rehabilitative therapy is no longer appropriate

I have read, understand, and agree to the aforementioned Animal Therapy Center cancellation and refund policies.

Signature

Date

Account #