

Mobile Pet Doc Policy **Form**

First Name _____ Last Name _____
Street Address _____
City _____ State _____ Zip Code _____
Phone _____ Email _____

Policy for Aggressive or Reactive Dogs:

Examination Fee Adjustment: Dogs displaying aggressive, fearful, or reactive behaviors require additional safety protocols, specialized handling techniques, and extended appointment time during home visits. To accommodate these necessary precautions, an additional fee of \$150 will be applied to the standard examination fee.

Assessment and Care Limitations: Despite our team's expertise in animal behavior and handling techniques, there may be instances where a dog's aggressive behavior prevents us from conducting a complete examination or providing certain treatments safely. In such cases:

- Our veterinarian will assess what can be safely accomplished during the visit.
- We may recommend scheduling a follow-up visit with pre-visit sedation prescribed by our veterinarian.
- Alternative approaches, such as referral to a veterinary behaviorist or clinic-based care with sedation facilities, may be suggested.
- If an examination cannot be completed due to safety concerns, the examination fee will still apply for the attempted service and professional assessment.

Policy for Cats

Cats must be easily accessible and should be placed in a carrier prior to our arrival. If your cat cannot be safely handled or contained, we will not be able to visit. Cats requiring extended exam times and/or sedation due to fractious behavior will be subject to the same additional exam fee (\$150) as dogs.

Our Commitment

We understand that behavioral issues can be stressful for both pets and their families. Our team is trained in low-stress handling techniques and will work with you to develop the best approach for your pet's care. We encourage open communication about your pet's behavior history so we can be properly prepared for your visit.

For questions about this policy or to discuss your pet's specific needs, please contact our office at 757-617-1243.

Cancellation Policy

As a mobile veterinary clinic, appointment times are limited and carefully scheduled to serve our clients efficiently. We kindly ask that any cancellations or rescheduling requests be made at least 12 hours in advance of your scheduled appointment. This allows us to offer the appointment slot to another patient in need. Late cancellations or missed appointments without 12 hours' notice will be subject to a \$75 cancellation fee.

Print Signature _____

Signature _____ Date _____