



## PAYMENT POLICY

At Whole Horse, we believe that monetary issues can damage the relationship between veterinarians and clients. Issues related to unpaid bills create tension and may interfere with the main goal of optimizing care for the horse. For this reason, we offer multiple options for payment. However, we do require payment at time of service through one of these options. These options are:

1. Cash or checks are always accepted. There will be a \$30 fee for any check that doesn't clear.
2. We accept all major credit cards through a secure wireless network.
3. We also offer the option of CareCredit. This is a third party billing system for veterinary and medical practices. This is a simple process that takes just a few minutes over the phone. You can finance your vet expenses. They offer 6 to 48 month plans, depending on the amount you want to finance. If an unexpected emergency comes up, or if you just need a little extra time to pay, you can use this service. Ask for more information.

If there is a problem with your payment or payment is delayed due to special circumstances, you understand that you are responsible for payment within 30 days of service. Failure to pay will result in non-payment fees. You will then have 14 days to pay before another non-payment fee is added to your account. At this time, services will be stopped until payment is made. You will have a final 14 days (60 days from the date of services) to make a payment. If no payment is received a final fee is charged and your account will be sent to collections. Any additional fees associated with collections, attorney or court costs are your responsibility and will be added to your balance.

I \_\_\_\_\_ have read and understand the above information.

Signature \_\_\_\_\_

Date \_\_\_\_\_