



WELCOME TO MOBILE VET SQUAD!

We are so pleased that you have chosen us to provide the best medical care for your pets. Please take a moment to read through our practice policies below. We will be happy to answer any questions you may have.

CANCELLATION POLICY

We kindly request 24 hours' notice if you need to reschedule or cancel your appointment. Appointments canceled the same day or with less than 24 hours' notice are subject to a \$100 cancellation fee. For medical or surgical procedures, or procedures requiring the services of a specialist, we require 7 days' notice for rescheduling or cancellation, or a \$200 cancellation fee will apply. For your convenience, we will call, text and/or email you 48 hours before your scheduled appointment as a reminder.

PAYMENT POLICY

Payment is required at the time that services are rendered. For your convenience, we accept all major credit cards (Visa, Mastercard, American Express, Discover) or cash. Sorry, we are unable to accept checks or Care Credit.

ESTIMATES

Please feel free to request an estimate for any charges you may incur during your visit with us. Written estimates will always be provided for surgical procedures.

PARKING

All examinations and treatments are performed on board our state-of-the-art mobile hospital unit (with the exception of in-home euthanasia). Our vehicle is about the size of a large school bus: 26 feet long, 10 feet wide, and 10 feet high. We require a safe, level, flat, and legal place to park at your residence (driveway), or on the street outside your residence. If you reside in an apartment complex, please obtain permission for us to park on the premises from the building manager prior to your appointment.

APPOINTMENT TIMES

Appointment times are given within a 30-minute range. We do our best to arrive within that time frame. However, unexpected traffic or weather conditions, or patients that require a little more time, may delay our arrival time. We will do our best to keep you apprised of any delays, and appreciate your understanding. We will always call you when we are on our way, with an estimated time of arrival. Please allow at least 30 to 60 minutes per pet for the visit. For the initial appointment, we ask that you be present with your pet. For subsequent visits, if you are unable to be present, we ask that you notify us of an adult over the age of 18 that will be present, and that has your authority to make medical decisions.

EMAIL AND PHONE PRIVACY POLICY

We pledge to you that your email address and phone number will only be used for private communications between you and our practice. Private communications include appointment reminders, and important messages from our practice. We will never ask you to provide personal information via email or text, and we will never sell or knowingly release your email address or phone number to any company or individual.

PLEASE MAKE SURE TO ADD info@mobilevetsquad.com and [reminders@mobilevetsquad](mailto:reminders@mobilevetsquad.com) to your email