

Policies

- We will call or text when we are on our way to you and provide our estimated time of arrival.
- As unforeseen circumstances may cause us to be delayed, we ask that you be available for a 1 hour arrival window from your scheduled appointment. If significant delays are expected, we will call or text to notify you of the delay.
- Upon arrival, we will come to the door, knock, and ring the doorbell if one is available. If no one answers, we will attempt to call. If we are unable to reach the primary owner after 10 minutes, we will leave, and a travel fee will be billed.
- The primary owner or pre-approved secondary owner of the patient being examined must be present at the home. This person must be over the age of 18.
- Please have your pet ready to be examined. If your pet is absent for more than 10 minutes after arrival, we will offer rescheduling. However, a travel fee will be charged.
- If your pet is unable to be handled safely, we will discuss alternatives for care.
- We reserve the right to dismiss a client or his/her pet for any reason.
- Payment is due at time of service. We accept most major credit cards, cash, or checks.

Please contact us if you have any questions about our policies.

Sincerely,

Bonnie Brae Veterinary, PLLC