



# CLIENT CODE OF CONDUCT



---

## PAYMENT IS DUE AT THE TIME SERVICES ARE RENDERED AND GOODS ARE USED

Client has right to request a service estimate prior to initiating treatment of a patient.

Client has right to request explanation of treatment plan.

Client may request a revision of the plan to fit their financial capacity.

Estimates are a range of projected treatments, not a final quote, medical diagnosis and treatment is ever evolving. Prices are subject to change.

Estimates will be honored for 30 days.

---

## WE SEEK TO CONTINUALLY PROVIDE A WELCOMING AND SAFE ENVIRONMENT WHICH ENSURES TRUST AND RESPECT FOR ALL PEOPLE AND PETS.

We will not accept the following behaviors:

- Verbal abuse, malicious or harmful statements about others, profanity or disrespect
- Any form of harassment
- Discriminatory comments or actions
- Intimidation tactics and/or making threats
- Allowing your pet to intimidate or threaten a person or another pet
- Suspicion of being under the influence of alcohol or behavior-altering drugs
- Failure to comply with requests of our staff, including leashing/restraining your pet

In the event that your behavior is problematic, we reserve the right to discontinue services immediately. This policy is strictly enforced and non-compliance will result in corrective measures being taken, which may include being asked to leave the property and the possible involvement of law-enforcement. Thank you for your cooperation and understanding!