

# Client Code of Conduct & Responsibilities

At Happy Valley Veterinary Hospital, we are committed to providing compassionate, professional veterinary care in a safe and respectful environment for pets, clients, and our team. To support this, we ask all clients to review and adhere to the following expectations.

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## Our Commitment to Clients

- Provide veterinary care within a valid Veterinary-Client-Patient Relationship (VCPR), including appropriate diagnosis and treatment recommendations.
  - Treat all clients and patients with courtesy, professionalism, and respect.
  - Maintain a safe, clean, and welcoming environment.
  - Communicate clearly about recommended care, estimated costs, and hospital policies.
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## Zero Tolerance for Abuse & Respectful Communication

- All clients are expected to treat team members, other clients, and patients with respect and courtesy.
  - Profanity, shouting, harassment, threats, discriminatory language, or aggressive behavior will not be tolerated.
  - Concerns or complaints should be communicated calmly and respectfully.
  - Violations of this policy may result in immediate termination of services.
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## Appointments & Timeliness

- Clients are expected to arrive on time for scheduled appointments.
  - Please provide at least 24 hours' notice for cancellations or rescheduling.
  - Missed appointments or repeated late cancellations may result in no-show fees or limited future scheduling.
  - Appointment length and wait times may be affected by medical emergencies.
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## Pet Safety & Client Responsibility

- Pets must be properly restrained at all times (leashes for dogs, carriers for cats and small pets).
  - Clients are responsible for providing accurate and complete information about their pet's medical history and behavior.
  - Please notify staff of any concerns that may affect safe handling of your pet.
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## Financial Responsibilities & Payment Policies

- Payment is due in full at the time services are rendered.

- Accepted forms of payment include cash, debit/credit cards, and CareCredit.
  - We do not offer payment plans and do not accept checks.
  - Clients are encouraged to ask questions or voice concerns about costs **prior** to treatments being performed.
  - Unpaid balances may be sent to a third-party collections agency in accordance with applicable laws.
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### **Right to Refuse or Discontinue Services**

Happy Valley Veterinary Hospital reserves the right to refuse or discontinue services if this Code of Conduct is violated, if safety is compromised, or if financial obligations are not met. Law enforcement may be contacted when appropriate.

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Thank you for helping us maintain a safe, respectful, and supportive environment for everyone in our hospital.