



Falconridge Animal Hospital



www.falconridgeanimalhospital.com

New Client Agreement Form

Payment

Payment is due when services are rendered. We accept Cash, Debit, Visa, and MasterCard. The cardholder must be present at the time of payment. Patients will not be released without payment.

Any outstanding accounts will be sent to our Collections Agency. All fees incurred through the Collections Agency will be the sole responsibility of the client.

Emergency Treatment

In the event of an emergency or if your animal is suffering, we will do the minimal treatment required, until we can reach you. Any emergency treatment will be at your expense.

Missed Appointments

If you miss an appointment/cancel an appointment without 24 hours notice, a missed appointment fee will apply.

Protection of Personal Information

Keeping accurate client information helps us to provide you with the products and services that you request. Maintaining the security of your personal information is very important to us. Any personal information collected is subject to regulation by the Personal Information Protection Act (PIPA) of the Government of Alberta. We may use your personal information to notify you of new products and services available, upcoming events, appointment notices, or to communicate with third parties when it is in relation to the services that we provide to you.

Commercial Electronic Messages

Canadian Anti-Spam Legislation (CASL) requires that businesses obtain consent from clients prior to sending Commercial Electronic Messages (CEMs). By signing this form, you are providing your consent which will ensure that you will receive all electronic publications, vaccine reminders, and other important electronic communications pertaining to your pet from Falconridge Animal Hospital.

Photographs

From time-to-time, we may take photographs of your pet(s). By signing this form, you are consenting to allow us to use these photos, with the pet's name, on social media or other electronic publications.

Release of Medical Records

We will always ask for your permission before releasing your personal information or pet's medical records, except if we are mandated to release them by an Enforcement Agency.

In signing below, I consent to the above terms:

Signature: _____ Date: _____

Printed Name: _____