

Wholistic Veterinary Care  
Robin L. Cannizzaro D.V.M., C.V.A.  
26139 Halsey Road  
Brooksville, Florida 34601  
Office: 727-528-0298 | 352-796-2648 | Fax: 352-796-1231

## **POLICY AND CHARGES**

Please read and sign below acknowledging and accepting our policies for treatment.

We thank you for choosing Wholistic Veterinary Care for your pet's wellness care and treatment. We are a holistic facility offering homeopathic treatment, acupuncture, spinal adjustment, herbal therapy, and Bowen therapy. We would be happy to refer you and your pet upon your request to another Veterinarian for allopathic (drug therapy treatment) or a Veterinary Specialist.

Dr. Cannizzaro will be choosing the holistic modality that is appropriate based upon her physical evaluation and historical evaluation of your valued family member.

Our current charges are \$285.00 per hour and include all review of records, correspondence with any Veterinarian's involved with your pet's care, all time spent with Dr. Cannizzaro including examinations, medical procedures, and consultations in person or by phone. Diagnostic procedures, medications, supplements, and surgeries are additional charges and are not included in the hourly rate.

We value your time and appreciate your understanding should we be late for your appointment due to an emergency or a client needing more time than anticipated. Due to the unique nature of our practice, we give individual attention to each client and see only one client at a time.

## **DEPOSIT**

We require a deposit of \$100.00 for initial appointments and \$150.00 for initial multiple pet appointments if appointments are made either in our office or by telephone. The deposit is applied to your appointment charges.

If you reschedule your appointment within twenty-four (24) business hours of your current appointment time via phone call, the deposit will be applied to your rescheduled appointment charges.

## **CANCELLATION POLICY**

When canceling an appointment, we require all customers to call the office at 727-528-0298 at least twenty-four (24) business hours before the scheduled appointment time.

If you cancel and reschedule your initial appointment or your initial multiple pet appointment within twenty-four (24) business hours of your current appointment time via phone call, the deposit will be applied to your new rescheduled initial appointment or initial multiple pet appointment charges.

If you cancel your initial appointment via phone call, and it is within twenty-four (24) business hours of your appointment time, and choose not to reschedule your initial appointment, you will receive \$75.00 of your deposit. The remaining \$25.00 is applied to expenses associated with the new record set up.

If you cancel your initial multiple pet appointment via phone call, and it is within twenty-four (24) business hours of your appointment time, and choose not to reschedule your

initial appointment, you will receive \$100.00 of your deposit. The remaining \$50.00 is applied to medical record set up charges.

**MISSED APPOINTMENTS**

If you miss any of your appointments, and do not notify Dr. Cannizzaro within twenty-four (24) business hours of your appointment time via phone call, you will forfeit the deposit paid.

For our established clients, if you miss any of your appointments, and do not notify Dr. Cannizzaro within twenty-four (24) business hours of your appointment time via phone call, you will be charged \$100.00 for the missed appointment or \$150.00 for the missed multiple pet appointment.

Please be advised that Email and Text Message cancelations are **NOT** accepted.

**HOURS OF OPERATION**

Monday through Thursday 2:00 PM to 6:00 PM EST by appointment.

Friday 10:00 AM - 12:00 PM EST by appointment.

**PAYMENT**

We accept Visa, MasterCard, Checks, and Cash at the time of your appointment. We do not accept billing of any kind.

We keep your credit card securely on file to charge for any phone consultations, missed appointments, or medication that must be sent via mail to you.

We appreciate your understanding and acceptance of our policies.

**CONSENT**

By consenting below, you (as our client ) understand, accept and give permission to charge any missed appointments, medication, telephone appointments, and any other service rendered by us to your credit card unless alternate arrangements have been approved by Dr. Robin Cannizzaro for payment of such services rendered.

Thank you for your trust in our care and we look forward to working with you to assist your pet to achieve the best possible long-term health.

I agree to the Customer Policy Agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Email

\_\_\_\_\_  
Date