



Effective September 1, 2023:

Subject: Deposit Required for Multi-Pet Appointments

We greatly appreciate your continued trust and patronage at Westside Animal Hospital. We strive to provide the best possible care for all of our clients' beloved pets. As we continue to enhance our services and maintain the quality of pet care you've come to expect, we are implementing a new policy regarding multi-pet appointments.

Beginning September 1, 2023, a \$73 deposit will be required for all multi-pet appointments which will be applied toward your visit. This deposit will help us better manage our resources, allocate the appropriate amount of time for each appointment, and ensure that we can continue to offer the high standard of care you and your pets deserve.

Here are the details of the deposit policy:

- **Payment Method:** We accept Visa, Mastercard, Discover, Care Credit, and cash. You can make the deposit securely over the phone or by visiting our office in person in advance of your requested appointment.
- **Refund Policy:** If you need to cancel or reschedule your multi-pet appointment, please do so at least 48 hours in advance. Deposits will be fully refundable if cancellations or rescheduling are made before this notice period. However, deposits will not be refundable for cancellations or reschedules made during or after this period.
- **Appointment Confirmation:** Your multi-pet appointment will be confirmed once we receive the deposit. We understand that schedules can change, and we will do our best to accommodate any necessary adjustments.

We value your loyalty and trust in us as your pet care provider. If you have any questions or concerns regarding this new policy or need assistance making a deposit, please contact our customer service team at 912-964-7102 or westchathamvet@gmail.com.

Thank you for choosing Westside Animal Hospital for your pet's care. We look forward to continuing to provide top-notch services for your furry companions.

Sincerely,

Dr. Purcell and the Pet Caring Team at Westside Animal Hospital