



**West Village
Veterinary Hospital**
75 8th Avenue
New York, NY 10014
212-633-7400
212-807-1587 (FAX)
www.westvillagevets.com

**Tribeca Soho
Animal Hospital**
5 Lispenard Street
New York, NY 10013
212-925-6100
212-925-1676 (FAX)
www.tribecavets.com

**Battery Park
Veterinary Hospital**
21 South End Avenue
New York, NY 10280
212-786-4444
212-786-4040 (FAX)
www.batteryparkvets.com

Payment Policy

Downtown Veterinary Medical Hospitals, PLLC dba

For questions or comment, please send a letter addressed to Managing Director, Downtown Veterinary Medical Hospitals PLLC, 5 Lispenard Street, New York NY 10013. Allow 30 days for response.

Payment is due in full at the time that services are performed.

We cannot release hospitalized pets from the hospital, or release medications dispensed until the final bill for hospitalization or the current patient visit has been paid.

We can no longer sell food, medications, or other items "on account".

We accept **VISA, MasterCard, and American Express** when you present these cards for payment.

We will accept telephone-authorized credit card payments *at our discretion* when you are able to provide all of the necessary information including card number, expiration date, security code, and billing address. If you wish, we will keep your credit card information "on file" as a convenience to you for your pet's health care.

****** In situations where extended services or care are anticipated, we will need to process your actual card. We will not be obligated to extend services beyond basic emergency care for the sole reason that we have your credit card information on file. **Dog-walkers, pet-sitters, neighbors, and other alternate care-givers** must accept financial responsibility under the terms of this Policy before we can accept your pet for extensive or extended medical care.

We accept **cash** payments.

We are happy to accept personal checks if they can be guaranteed by **Certegy Check Guarantee Service**.

There is a \$20 fee on returned checks.

We promote the use of **Pet Health Insurance (PHI)**. Payment is due in full at the time that services are performed, but we are happy to keep, prepare, and send pre-signed claim forms in order to expedite your prompt payment from the insurance company.

We do not extend credit or bill for services. All open invoices are sent to collection after 30 days. Failure to pay for services rendered may result in a negative effect on your credit rating.

We cannot extend further services to clients with outstanding balance.