

**Bird and Exotic Clinic of Seattle**  
10501 Aurora Ave N  
Seattle, WA 98133  
(206) 783-4538

## Clinic Policy & Privacy Practices

Printed Name: \_\_\_\_\_

*Please initial each of the lines below to acknowledge that you have read and understood our policies. These policies are non-negotiable.*

### **GENERAL POLICY**

\_\_\_\_\_ Service at our clinic is by appointment only. We accept emergencies and hospitalizations on a case-by-case basis. Owners are expected to call and speak with a staff member to arrange details.

\_\_\_\_\_ Animals must be brought into our building in a carrier, cage, or some type of other enclosure which prevents escape. This is for the safety of your animal and the other animals in the building. When waiting in the lobby, the animal must remain in the carrier at all times.

\_\_\_\_\_ At this time, we do not accept pet insurance, Care Credit, or other third-party forms of payment. Payment is due in full at the time services are performed, or at the time of pick-up in cases of hospitalizations.

\_\_\_\_\_ Patients must be up to date on their annual exam in order to receive grooming, medications, or medical procedures.

### **SCHEDULING/CANCELLATION POLICY**

We at The Bird & Exotic Clinic take patient care with the utmost seriousness. To reduce the negative impact of late/no show appointments on the health of our patients, we have instituted the following policies:

\_\_\_\_\_ We require 24 hours notice to cancel appointments with a doctor or veterinary assistant. Surgeries and certain drop-off only procedures require 72 hours notice for cancellation.

\_\_\_\_\_ Our clinic has a 10-minute late policy. If you are 10 or more minutes late for your appointment, we must reschedule your appointment for another day and time.

\_\_\_\_\_ Failure to show for your appointment or late cancellation will require you to make a deposit for your next appointment, which will be non-refundable if you should late cancel or miss the scheduled appointment time. This deposit amount will increase with successive incidents.

\_\_\_\_\_ Owners that are late by less than 10 minutes may still be subject to late fees. Please call the clinic if you expect to be late so that waiting patients in need can be treated.

\_\_\_\_\_ All surgeries and certain medical procedures require a \$100 deposit in order to schedule but are refundable only if 72+ hours notice are given for rescheduling/cancellation.

\_\_\_\_\_ Appointments scheduled for more than two pets will require a \$72 deposit for each extra pet in order to schedule but are refundable only if 72+ hours notice are given for rescheduling/cancellation.

### **PHOTOGRAPHY POLICY & SOCIAL MEDIA CONSENT**

\_\_\_\_\_ Owners may photograph their pets in our office at any time, but to protect the privacy of our employees, our staff members may not be photographed.

\_\_\_\_\_ We also wish to protect your privacy and the privacy of your pet. For this reason, we will not take photographs of you or your family. Photography of your pet may be done for necessary medical documentation of their condition, but will not be posted to social media unless we have your express consent. *See below.*

The Bird & Exotic Clinic of Seattle is pleased to participate in social media platforms such as Facebook, Instagram, Yelp, etc. Through these venues, we share office updates, helpful information, and connect with pet owners around the world. With client's permission, we occasionally post stories and images of our patients. Examples include congratulations after a difficult recovery, welcoming new patients to our practice, and sharing before and after photos, among others. Please select an option below to indicate your consent:

\_\_\_\_\_ I give permission to The Bird & Exotic Clinic of Seattle to use photographs of my pet on social media platforms.

**OR**

\_\_\_\_\_ I DO NOT give permission to The Bird & Exotic Clinic of Seattle to use photographs of my pet on social media platforms.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_