HORIZON EQUINE
Veterinary Clinic

1625 Angus Campbell Road
Abbotsford BC V3G 2G4
604-826-5089
care@horizonequine.ca

## PAYMENT GUIDE

# Appointments, Fees and Payment

## BOOKING

Appointments are booked in advance, and a valid credit card is required to book. When you book, please:

- Confirm your contact details are current.
- Give the exact location of the horse, if it differs from your address.
- Provide a gate code if required.
- List the horses and services needed.
- Request any prescriptions or refills in advance.

## PAYMENT

- Payment is due in full at the time of service. Invoices are emailed within 48 hours of the appointment.
- We accept cash, debit, e-transfer, Visa, Mastercard and AMEX.
- E-transfers go to care@horizonequine.ca. If an e-transfer is not received within 48 hours, the card on file is charged.
- Cash: we do not carry change. Any overpayment is credited to your account.
- We do not offer payment plans or financing.
- A supplementary invoice may follow for items billed after the appointment, such as outside lab tests or courier fees.

## CANCELLATIONS

- Please give at least 24 hours' notice to change or cancel an appointment.
- Repeated late cancellations or missed appointments may be charged a full call fee.

## HOSPITALIZATION

- A deposit of 50% of the veterinarian's estimate is due at admission.
- The balance is due at discharge. For weekend pick-up, the balance is due the Friday before.

## INSURANCE

Invoices are due in full at the time of service, whether or not your horse is insured. Claims are between you and your insurer. Please confirm coverage with your insurer before treatment, and before admission for elective procedures.

**Questions? Call our Care Coordinators at 604-826-5089 or email care@horizonequine.ca.**