



Arrow Dog and Cat Hospital
5405 Arrow Highway Suite#108
Montclair, CA, 91786
Ph: 909-946-3211
Fax: 909-646-4622
Email: staff@arrowdogcat.com

Surgical Deposits Policy

At Arrow Dog and Cat Hospital, we require a deposit for all surgical procedures at the time of scheduling to secure your pet's surgery date. The deposit amounts are as follows:

- Surgeries performed by Arrow Dog and Cat Hospital: \$100.00 non-refundable deposit

This deposit is collected at the time surgery is scheduled and will stay on your account as a credit to be used toward your pet's procedure.

Cancellation and Rescheduling Policy:

- If you cancel or reschedule the surgical appointment more than 24 hours in advance, the deposit will be refunded or transferred to a new surgical date.
- If you cancel or reschedule the appointment with less than 24 hours' notice, the deposit may be forfeited.
- For same-day cancellations or if you are a "no-show," the deposit will be automatically forfeited.

We understand that unexpected situations may arise. Please contact us immediately at **(909) 946-3211** to discuss your situation with a staff member.

Please sign to acknowledge understanding and acceptance of the Surgical Deposit Policy.

Pet's Name

Owner's Full Name

Owner's Signature

Date