



Financial Policy

Thank you for choosing Charlotte Street Animal Hospital. Our primary mission is to deliver the best and most comprehensive veterinary care available for your pet. An important part of the mission is making the cost of optimal care easy and affordable by offering several payment options for our clients.

Payment Options:

You can choose from:

- Cash or Check
- Visa[®], MasterCard[®], or Discover[®]
- CareCredit[®] (a low interest card accepted at many veterinary practices as well as some human health care service providers)

Additional Information:

We are unable to provide billing arrangements. Payment in full is expected upon receipt of services and/or at the time of patient discharge.

A deposit may be required for some treatments or hospitalized care. Healthcare plans requiring comprehensive care may require a 50% deposit to begin your pet's treatment. While we sometimes offer in-house payment options for emergencies on a case-by-case basis, we do charge 1.5% interest on all outstanding account balances older than 30 days. If an account becomes 120 days past due, Charlotte Street Animal Hospital may choose to refer your account to an outside collection agency.

Charlotte Street Animal Hospital charges \$27 for returned checks.

We encourage all our clients to consider the option of purchasing pet insurance for their furry family members. We are happy to provide you with the necessary documentation to submit claims to your insurance carrier.

If you have any questions, please do not hesitate to ask. We are here to provide the best possible veterinary care for your pet and will do our best to accommodate every client's needs.