

TERMS AND CONDITIONS:

Hospital:

- Please arrive at least 15minutes (existing clients) or 30minutes (new clients) before your appointment. Any earlier and you will wait outside the property.
- For telemeds appointments, please be available on your phone 10minutes before your appointment.
- If you are late you may lose your appointment and have to either wait to see if a gap opens up for you to be seen later (at the vet's discretion) or make a new appointment for another day.
- If you are running late or can't make your appointment, please phone or e-mail hosprec@aacl-jhbnb.co.za to cancel and reschedule. If you do not, we will charge you a no-show fee of R140.00.
- Please understand that due to the National Disaster we have had to move to an appointment system only. We may experience problems from time to time including staff shortages or changes which may affect your appointment however, we will do our best to then contact you with alternate arrangements.

Please note the following:

Our property access protocol:

You will have your temperature taken and complete relevant COVID19 questions;

You must wear a mask or no entry;

You must sanitise your hands or no entry;

Only one person may be with the animal(s) in hospital;

No children allowed-they must wait in the car;

You will wait in your car until called;

For existing clients:

- You must complete a new Almoning form if your circumstances have changed and bring with proof of this (change in job, family situation so proof of income, retrenchment letter etc.);
- You must bring your hospital security card with if you have one issued to you.

For new clients:

- Please arrive at least 30minutes before your appointment in order for you to complete the Almoning form and provide the proof requested: ID copies, bank statements for 3 months or payslips, proof of income, pension etc and proof of address. If you do not provide this, we will not assist you.

Payment:

- We are not a credit provider and do not offer accounts or terms.
- We are a cash practice and accept cash and cards only (not Diner's Club or American Express or payment via EFT). Payment is due after being seen.

- All services are provided by professional registered staff, are fairly priced and vatable and quotations given by the veterinarian may be discussed with them in the consultation before any work on your pet starts.

Repeat medication scripts:

- Please order your medication before it runs out.
- If you phone on Monday or Tuesday it will be ready for collection on Thursday between 1-2pm only.
- If you phone on Wednesday, Thursday, Friday or Saturday it will be ready for collection on Tuesday between 1-2pm only.
- Our property access protocols apply.

Patient discharges:

- Your pet may be collected between 1-2pm only.
- Our property access protocols apply.