

Appointment & Payment Policy

Weston Creek Veterinary Hospital

Weston Creek Veterinary Hospital is committed to providing quality care and services to you and your pets, this policy outlines the obligations by you in respect of how appointments and payments are managed.

Appointments

We see all non-emergency patients by a scheduled appointment system as to minimise wait times, we make every effort to see patients at their scheduled appointment time. However critically ill and emergency cases will receive top priority which may result in some delays. If we are running behind for your scheduled time you will be advised by reception on your arrival. We would greatly appreciate your understanding when these situations arise.

If you find you are running late for your appointment please contact us as soon as possible on (02) 6288 4944 so that we can adjust our schedule and/or rebook your appointment if required.

Treatment Estimates

When attending an appointment if a specific course of treatment is recommended by the Vet they will provide you with an estimate of cost, this will include a lower and upper amount. In some cases once your pet has been anaesthetised these costs can change if further treatments are required. The vet performing the procedure will contact you and discuss any changes to the original treatment estimate before proceeding.

Cancellations or No-Show

Weston Creek Veterinary Hospital does not charge fees for late cancellations or no-shows on standard appointments. We do ask that as a courtesy to other clients who may be in need of appointments that you notify us at least 24 hours in advance if you will be unable to make your scheduled appointment. We understand that emergency situations can arise from time to time that would make advance notice impossible. However, we wish to advise that repeat no-shows or late cancellations may be denied an appointment in the future.

Payment

Weston Creek Veterinary Hospital requires payment in full at the time of appointment, if you have any concerns regarding costs of treatment, please speak to our friendly staff they will be able to advise you of the options we have available.

Payment Options

EFTPOS and Credit Card (AMEX, Visa, MasterCard)

Cash

Zip Money and Zip Pay

Vetpay

Vetpay

VetPay is accepted at Weston Creek Veterinary Hospital so clients can have the ability to get the required treatment for their pet without the stress of upfront payments. You can speak with our friendly reception staff regarding VetPay as an option for your pet's treatment costs.

Or simply visit <https://vetpay.com.au/> for full terms and conditions, you may apply and receive approval prior to your appointment. When you attend your appointment please have your VetPay details with you, once the treatment cost is finalised we will lodge to Vetpay for payment.

Zip

ZipPay and ZipMoney are accepted at Weston Creek Veterinary Hospital so clients can have the ability to get the required treatment for their pet without the stress of upfront payments. You can speak with our friendly reception staff regarding Zip as an option for your pet's treatment costs.

Or simply visit <https://zip.com/au> for full terms and conditions and to apply. you may apply and receive approval prior to your appointment. When you attend your appointment, please ensure you have the App on your device. Once the treatment cost is finalised, we will lodge to Zip for payment.

Insurance Claims

If you have obtained Pet Insurance for your pet, please bring those details with you to your next appointment. Our reception will add these details to your client file and in most cases, we can lodge a claim on your behalf. You will be required to make payment in full at the time and the insurer will pay you the benefit.

Selected insurance providers have partnered with GapOnly™: this is an insurance service that reviews and calculates your insurance claim while you're still at our clinic. You simply pay the gap (the difference between our invoice and the pet insurance claim benefit under your policy) and go. You can also organise the paperwork to be processed ahead of time with a pre-approval. GapOnly listed insurers will pay the veterinary practice directly. If you wish to utilise this service, please let our reception team know at the admission for the procedure, we do not accept GapOnly on consultations. Find out more about GapOnly™[here](#)

If you do not have Pet Insurance but would be interested in more information, than speak with one of our friendly reception team. Whilst we are unable to recommend a specific policy for your needs, we can offer you some advice on the benefits of obtaining Pet Insurance.

Seniors Discount

We offer ACT Seniors Card holders a 5% discount on invoiced items excluding; referral services, pathology and boarding in order to make it more affordable for our older members of the community. To claim the discount the pet owner must be a holder of an ACT Seniors Card as issued by the ACT Government, simply present the card to reception at your next appointment and they will confirm the holders name details on the card and record on your client file.

Policy Updates

This Policy may change from time to time and is available on our website.

Appointment & Payments Policy Complaints and Enquiries

If you have any queries or complaints about our Appointment & Payment Policy please contact us at:

Weston Creek Veterinary Hospital
200 Badimara Street
Waramanga ACT 2611
admin@wcvh.com.au
(02) 6288 4944