

# Acredale Animal Hospital of Virginia Beach

## Open 24 Hours/ 7 Days a Week

Acredale Animal Hospital of Virginia Beach is open 24 hours a day. We hope that you will find this a valuable service for your pets. There is a doctor and staff at our facility at all times. We encourage all of our clients to enroll in the 24 hour plan so that they will be able to utilize our hospital 24 hours a day without any additional fees. Please read below for additional information regarding our 24 hour service plan:

### 24 Hour Service Plan:

Enrollment in this plan allows you to use our veterinary services, pick up food and medications, and drop off or pick up your pet any time of the day at our Virginia Beach location. 24 hour service plan members also have the benefit of calling ahead to “check-in” for walk-in services. You will then be given an estimated wait time, so that you can choose to wait at home and time your arrival close to when the doctor will be ready to see your pet.

Cost of enrollment is \$50 per year. Benefits begin 24 hours after enrollment and includes **ONLY** the pets in your record that have been examined in the past 12 months. It does **NOT** include any new pets acquired until they have been examined for the first time.

Clients that chose **NOT** to enroll, and need to use our services outside of regular business hours will be charged additional walk in and after- hours fees as detailed below. Enrollment is **REQUIRED** for after- hours access.

	<u>24 hour service members</u>	<u>Non-members</u>
Established Clients: Regular Business Hours	No additional charge	\$10 walk in fee
Established Clients: After Hours/ Sundays/ Holidays	No additional charge	\$60 walk in fee + \$50 enrollment
New Clients: M-Sat 8am-5pm	-- N/A --	\$30 walk in fee
New Clients: M-Thur 5pm-8pm	-- N/A --	\$60 walk in fee
New Clients: After Hours/ Sundays/ Holidays	-- N/A --	\$60 walk in fee + \$50 enrollment
After Hours Drop off/ Pick up	No additional charge	\$20 convenience fee + enrollment
After Hours Technician Visits	No additional charge	\$20 convenience fee + enrollment

**We feel it is very important to be available to our clients 24 hours a day, and hope that clients share this view and will be understanding of the \$50 annual fee for this service.**

### Regular Business Hours (Virginia Beach):

Monday- Thursday 8am- 8pm

Friday- Saturday 8am- 5pm

I have read and understand our hospital walk-in and after hours policies:

Client Signature \_\_\_\_\_

I would like to enroll in the 24 Hour Service Plan. Client Initials \_\_\_\_\_

I chose **NOT** to enroll in the 24 Hour Service Plan. Client Initials \_\_\_\_\_