

# East Lake Animal Clinic Terms and Conditions of Service

**Effective Date: 12/09/2024**

Welcome to East Lake Animal Clinic ("we," "us," or "our"). By accessing or using our services, including in-clinic consultations, treatments, and digital communication platforms, you agree to comply with these Terms and Conditions.

## 1. Scope of Services

Our clinic provides veterinary services, including routine check-ups, treatments, surgeries, diagnostics, and other health-related services for pets. We aim to provide the highest standard of care.

## 2. Client Responsibilities

Clients agree to:

- Provide accurate and up-to-date information about their pets.
- Follow our recommendations for pet care, treatment plans, and medications.
- Settle payments promptly as per the agreed schedule.

## 3. Appointments and Cancellations

- Appointments are subject to availability and may require confirmation via SMS or email.
- Please provide at least [24/48] hours' notice for cancellations or rescheduling.
- No-shows or late cancellations may incur a fee.

## 4. Emergency Services

For after-hours emergencies, please contact Allied Emergency Service at [\(952\) 521-3030](tel:9525213030)

## 5. Fees and Payment

- Payment is due at the time services are rendered unless prior arrangements have been made.
- Accepted payment methods include cash, credit/debit cards, and Apple Pay.
- Unpaid balances may result in additional collection fees.
- At this time we do not accept personal checks.

## 6. Medical Records

Your pet's medical records are confidential. A copy of the records may be provided upon request, subject to applicable regulations.

## 7. SMS Communications

By providing your phone number, you agree to receive SMS communications from us. These may include:

- Appointment reminders
- Follow-up care instructions
- Health tips and promotional offers

**Opting Out:** You can opt out of SMS communications at any time by replying "STOP" to our messages or contacting us directly. Please note that opting out may limit your ability to receive important updates about your pet's care.

**Data Privacy:** We value your privacy. All personal information, including phone numbers, is handled in accordance with our Privacy Policy. [Provide a link or copy of the Privacy Policy].

## 8. Limitation of Liability

We strive to provide accurate and professional care; however, we cannot guarantee specific outcomes for treatments. Our liability is limited to the cost of the services provided and does not extend to indirect or consequential damages.

## 9. Dispute Resolution

In the event of a dispute, we encourage clients to contact us directly to resolve the matter amicably.

## 10. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Changes will be posted on our website or communicated via email/SMS. Continued use of our services indicates acceptance of the updated terms.

## 11. Contact Information

For questions or concerns about these Terms and Conditions, please contact us at:

**East Lake Animal Clinic**

**Phone:** 612-729-2374

**Email:** [eastlakeanimalclinic@gmail.com](mailto:eastlakeanimalclinic@gmail.com)

**Address:** 4104 E Lake St, Minneapolis, MN 55406