**Lonestar Feline Health Center – Client Agreement and Policies**

As the owner of Lonestar Feline Health Center, Dr. Gandy and our dedicated team are committed to providing the highest quality care for your feline companions. Our goal is to offer lifelong care, not just when your cat is ill, through preventative services, regular wellness check-ups, dental care, ongoing treatment of chronic conditions, and more.

Our services include:

* Preventative care and wellness exams
* Flea and heartworm medication
* Dentistry and dental procedures
* Surgical services
* Acute illness treatment
* Ongoing management of chronic conditions
* Limited Grooming services

We are committed to ensuring that your cat receives the best care in a modern, safe, and comfortable cat-only clinic. Our team follows guidelines set by the Feline Veterinary Medical Association (FVMA) to ensure a high standard of care, and we strive to provide peace of mind to all our clients.

**Vaccination Requirements:**

In accordance with Texas law, we require that all cats be up to date on their vaccinations. If your cat is not current on their vaccinations, we will refuse service until the required vaccines are administered. This is for the safety of all cats in our care.

**Prescription Fills and Written Scripts**

Please allow up to 48 business hours for prescription fills or written scripts due to our small team size. Lonestar Feline Health Center clients have the following options for filling prescriptions:

1. **Purchase directly from our clinic** – Support your local small business! We can usually have most medications available the next day and keep common medications in stock.

2. **Access our online pharmacy** – Enjoy the convenience of home delivery for most medications (excluding controlled substances).

3. **Third-party pharmacy** – If you choose to purchase medications from a third party, please note that we are not responsible for any product failures, reactions, or issues with medications obtained outside our clinic. We do not authorize prescriptions or refills over the phone. Any phone consultations for prescriptions incur a $25 fee. We also do not have a fax line, so online orders will only be approved via our verified home delivery pharmacy.

**Exams, Consultations, and Tech Visits**

To remain an active client, Dr. Gandy requires that your cat be examined at least once a year. For patients with chronic conditions, more frequent visits (every 3–6 months) may be necessary. While we encourage a twice-yearly exam for all cats, we understand that each cat's needs may vary.

As a small practice, we place great value on accessibility to Dr. Gandy’s expert advice. In order to provide the best service in a timely manner, we charge for our time, whether for in-person doctor visits, virtual consultations (via email or phone), or tech visits for smaller services. Phone or email consultations with Dr. Gandy may incur an additional fee of $75 based on the time spent.

**Late Cancellations and No-Shows**

We understand that emergencies and unforeseen circumstances can arise, but we ask that you provide at least 24 hours' notice if you need to cancel or reschedule an appointment. Late cancellations (less than 24 hours) or no-shows may be subject to a cancellation fee of $50, which will be charged to the credit card on file. For boarding reservations, we require a week notice for cancellation, and we require payment upfront for boarding duration. If you cancel a boarding reservation without notifying us in the appropriate time frame, then you will be charged 50% of the total cost that would have been due. If you are to pick up your cat(s) earlier than was paid for, you are only eligible for a 50% refund. This policy ensures that we can continue to offer timely appointments to all our patients.

**Surgical Deposits**

All surgeries, dental procedures, and any anesthetic procedures require a non-refundable deposit of $100. This deposit is due at the time of scheduling and will not be refunded if the appointment is missed or cancelled without sufficient notice.

**Card on File Requirement**

For your convenience and security, we require a current and valid credit card to be kept on file for all clients. Our merchant processing system is integrated with our practice management software, and your card information is securely encrypted. We cannot access your full card details, but we can see the last four digits. By signing this agreement, you authorize us to charge your card for any treatments, services, or products provided, in accordance with our updated policies. You also authorize any representatives or individuals acting on your behalf to consent to treatment or purchases for your cats.

**Refund and Return Policy**

No refunds, chargebacks, exchanges, or returns are permitted for services rendered, including surgeries, treatments, and consultations. Cat food purchased in the clinic may be returned within 30 days, provided the product is unopened and in its original condition.