

Camp Zama VTF Client Policies

Thank you for entrusting the Camp Zama VTF with the care of your pet. The following policies are effective November 27, 2023. Please thoroughly read both pages of the document, initial next to each section, and **sign on the available signature line** located on the second page.

Authorized Personnel- Clients must possess a valid US Armed Forces Identification Card and SOFA status for services.

Disclaimer- Veterinary care is provided for privately owned animals as time, space, personnel and resources permit. **We cannot guarantee veterinary care will be available at all times and clients are strongly encouraged to become familiar with the local civilian veterinary clinics.**

Appointments- Patients are seen by appointments only. All dogs must be on a leash and cats in a carrier for their visit. Pets on a leash must be well restrained by their owner. We will do our best to start appointments at the scheduled time. Please be patient with us as we try to provide the best care for each patient. **After-hours emergency care is not available.** A list of off base clinics is readily available and can be provided upon request as well as listed on our Facebook page. **Please develop your own emergency plan for your pets with a local veterinarian** for times when the clinic is closed.

Missed Appointments- When a client makes an appointment and **(1) is more than 10 minutes late, (2) does not show, or (3) fails to cancel 24 hours in advance**, this appointment is considered a "no show." This impacts our ability to serve all of our clients. After the **first no-show appointment a warning letter will be sent.** The second no-show appointment will result in a letter to you and your **Commander/supervisor for disciplinary action.** The third no-show appointment will result in a loss of **veterinary clinic privileges for one year.** Your privileges may be reinstated only in conjunction with your Command's involvement. Clients that arrive more than 10 minutes late to a scheduled appointment may still be seen at the discretion of the veterinarian. A \$10.00 late fee will be applied to the appointment charge.

Missed surgery/dental/drop-off appointments- When a client makes an appointment and **(1) is more than 10 minutes late, (2) does not show, or (3) fails to cancel 2 business days prior**, this appointment is considered a "no show." This will result in a letter to you and your Commander/supervisor and loss of veterinary clinic privileges for one year. Your privileges may be reinstated only in conjunction with your Command's involvement.

Prescription and OTC Medications- No medication, including heartworm and flea and tick prevention, will be dispensed without a **valid veterinarian-client-patient relationship at this facility within the last 12 months.** The pet must have tested negative for heartworms within the past 12 months and must have proof if done off base in order to dispense heartworm prevention. No prescriptions from civilian veterinary clinics will be filled at this facility in accordance to federal law. **Prescription requests need to be requested by phone at least 2 business days prior to pick up** and must be picked up within the time-frame agreed upon. If not picked up within that time-frame, the prescription will be restocked and will need to be requested again.

Operating Hours- Current operating hours are M-F from 0900-1630. We are closed each day for lunch from 1200-1300. Please be advised that our hours of operation and closure dates are subject to change, **changes will be posted on our Facebook page.**

Registration- **All domestic pets must be registered at the Camp Zama VTF.** Domestic pets includes dogs, cats, caged birds, hamsters, gerbils, rabbits, guinea pigs, and reptiles. Registration is comprised of maintaining a record at the clinic, and keeping your pet(s) current on annual vaccinations.

Breeding Policy- US Army regulation prohibits provision of veterinary care and use of the veterinary treatment facility to pets that are bred or raised for sale or profit. Animals maintained for commercial purposes must be seen at a civilian veterinarian.

Payment Policy- Payment is due when services are rendered. **Acceptable forms of payments include Visa and MasterCard credit cards.**

Transfer of Ownership/Caretaker Designation- If you no longer own your pet, have found a new home for your pet or your pet dies, it is your responsibility to notify the clinic. Prior to transferring ownership of your pet, **both you and the new owner must sign an Ownership Transfer Form** and submit this form to the clinic. The original owner will be legally responsible and the **new owner will not be able to receive treatment at our facility until the form has been completed.** Clients that are temporarily departing for TDY or vacationing and are leaving their pets behind in the care of another person will need to fill out a Caretaker Designation Form to receive treatment in our facility.

Evacuation- In the event of an emergency evacuation from Japan, it is essential that you have a plan and evacuation kit for you pets. All pets will receive the required documents for their **Emergency Evacuation Packet (EEP) when receiving a yearly Rabies vaccination** (every three years for cats). These documents include a blank health certificate, the most recent rabies certification signed by a Veterinarian, an immunization chart, and a cage card. You may request additional EEP documents at any time. When **receiving rabies vaccinations off post, please request a bilingual rabies certificate** from our clinic **to be filled out by the administering Veterinarian.**

These policies are in effect to make you and your pet's visit safe and enjoyable. Thank you for your cooperation and understanding. If you have any questions about these policies or would like more information, please ask to speak with the Non-Commissioned Officer in Charge (NCOIC).

Sponsor's email: _____

I HAVE READ AND UNDERSTAND THE ABOVE POLICIES. I UNDERSTAND THAT SERVICE MAY NOT BE OFFERED IF I AM NOT IN COMPLIANCE WITH THE ABOVE POLICIES.

Name (printed): _____

Signature: _____ **Date:** _____