**Client Etiquette Standard**

We know veterinary visits can be stressful for everyone**. We appreciate your patient and cooperation during your visit with us.** Unfortunately, our staff has been subjected to disrespectful behavior and we would like to define our expectations for you more clearly, as we all work together to provide the **BEST** care for your animals. Our employees are doing their best to provide you with **Excellent** service and should be able to do their jobs **without** the fear of abuse.

The following behavior **will not be tolerated** and may be grounds for terminating our professional relationship with you permanently:

Any form of verbal or physical abuse towards our staff, clients or pets

Demanding/Entitled behavior

Disparaging comments (in person, on the phone or online)

Threats/Acts of violence

Signature of Primary Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_