

# THE EQUINE CLINIC AT OAKENCROFT

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OAKENCROFTEQUINE.COM

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## The Equine Clinic at OakenCroft Credit Card Storage and Authorization to Charge

The Equine Clinic at OakenCroft greatly appreciates the partnership we share with you in providing the best possible care for your equine companions.

You have granted us permission to store your credit card information and for us to process this card for each transaction (both routine and emergency). Please find below important information about payment policies. These policies will be effective as of January 1, 2020.

- a. **Important** information regarding your credit card information. We **DO NOT** keep credit card information in house nor in our software system. All credit card information is given to a third-party payment service who stores the information at the highest level of security and protections. Our third-party payment company provides insurance against security breaches. If you would like to research their policies, please visit <https://www.heartlandpaymentsystems.com/data-security>
- b. Since you have provided us your credit card information and authorization to charge, we will process the credit card after each visit. If you were not in attendance at the appointment, we will notify you 24 hours in advance of processing your card. If you do not respond to the notification with alternative payment methods within one business day, we will process your credit card for the full amount due.
- c. We understand that your credit card information can change; please contact us with changes as soon as you receive them.
- d. If your credit card payment is declined, we will contact you to make alternative payment arrangements. We require payment of declined credit card transactions within seven business days of receiving our notification of your declined payment. Failure to make payment in full or approved payment arrangements with ECO management may result in ECO freezing your account and withholding all veterinary services, routine and emergency, until the account is brought up to date.

By signing below, you agree to the above terms. If you have any questions or concerns, please call our office at (518) 767-2906 or [contact@oakencroftequine.com](mailto:contact@oakencroftequine.com).

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Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
ECO Staff Signature

\_\_\_\_\_  
Date