

HOLD MESSAGE SCRIPT

Thank you for calling **[CLINIC NAME]**. We understand how important your pet's health is to you, and we're here to help. Our website offers a quick and easy way for you to book an appointment for your furry friend. Please visit **[CLINIC WEBSITE]** to book your appointment today. Our team is looking forward to providing the best care for your pet. If you have any questions or concerns, please feel free to call us back during our business hours. Thank you for choosing **[CLINIC NAME]**.

Have a pet who feels anxious at the vet? We want to ensure all pets have a positive experience when they come to see us. The smell of other animals, the noise, and the visual stimulation can be stressful, so it's important to help your pet:

Start training your pet to be comfortable with vet visits well in advance. You can help them become accustomed to being touched, especially in sensitive areas like the mouth, paws, tail, and ears. Positive reinforcement and rewards for good behavior go a long way.

If you have a cat or a small dog, acclimate them to the carrier by associating it with positive experiences. Encourage them to spend time inside the carrier by setting their bed inside it, or by adding toys and treats!

Get your pet habituated to riding in the car. Consider taking frequent short rides with them, such as going to the dog park, and reward them for being well-behaved on the way.

The best way to help your pet overcome their fear is to show them there is nothing to be afraid of! Speak to us about doing a practice visit and our team will shower your pet with treats and attention, helping them make positive associations with their visit.

And remember - pets feel your energy - so try to speak softly and calmly to them, and don't forget to reward them with treats for good behavior!! If your pet is unwell, please stay on the line and we'll be with you shortly.

(To edit, click 'file' > 'make a copy')

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