

Cancellation Policy/No Show Policy For Appointments and Procedures

We understand that there are times when you much miss an appointment due to emergencies or obligations for work and family. However, when you do not call to cancel an appointment, do not cancel in a timely manner, or miss an appointment with no notification, it causes another patient to lose an opportunity to be seen. By not showing up or calling, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another client fails to cancel their appointment and we are unable to see your pet due to a seemingly full schedule. Although we have always had a cancellation policy, an increase of these instances has caused us to update this policy.

Effective April 1, 2019, if you miss your appointment and/or you do not call to cancel your appointment at least 24 hours in advance, you will be charged a fifty-dollar (\$50) fee.

When you schedule your initial appointment, a credit card will be required to hold the first visit. Your card will not be charged until you cancel with less than 24 hours' notice or you do not show up. In that case, your card will be charged the initial exam fee of \$125.00.

Monday appointments need to be canceled by Friday, to allow time to schedule patients waiting to be seen.

Thank you for being a valued client. Thank you for your understanding and cooperation as we institute this policy, which will enable us to open otherwise unused appointments to better serve the needs of all out patients.

Name of patient

Signature of owner

Date