

Cancellation & No Show Policy

"No Show" describes any appointment that is missed.

"Cancellation" describes an appointment cancelled with less than 6 hours' notice.

"Late" describes a client who arrives after half their appointment time has already been missed.

Policy:

Due to an increasing number of "no shows" and late cancellations, combined with a very high demand for services, there will be a charge for missed appointments and late cancellations.

The charge for missed appointments or late cancellations is **\$35.00**.

Our goal is to provide timely care to all our patients and to respect not only the veterinarian's time, but the constraints of a tightly booked schedule. **If you must cancel your appointment, we request a call or email at least 6 hours before your pet's appointment.** This allows us to accommodate other patients who may need prompt medical care. When you do not show up for a scheduled appointment, it creates an unused appointment slot that could have been used for another patient.

Procedure:

Client is to be notified of the appointment "No-Show & Cancellation Policy" at the time of scheduling. This policy will also be found in the appointment booking confirmation emails and on our website.

- a. Appointment must be cancelled at least 6 hours prior to the scheduled appointment time. Cancellations that occur with less than 6 hours' notice will result in a **\$35 charge**. 'No Show' appointments will also be charged a **\$35 fee**.
- b. In the event the client arrives late to their appointment and cannot be seen by the veterinarian on the same day, they will be rescheduled for a future clinic visit, if available.