



TARDY & NO SHOW POLICY

Northgate Small Animal Hospital understands that sometimes clients need to cancel or reschedule an appointment. However, if an appointment is not cancelled in advance, another pet is prevented from receiving veterinary care. It is the responsibility of all clients to arrive for their appointment on time or cancel, if needed, with at least 24 hours notice. **If unable to contact us through our busy phone lines, please send a text message.**

We believe the veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments to the best of our abilities and ask that you give us a call or text when you are unable to keep your appointment. As a courtesy, we provide reminder text messages and calls before every appointment.

Tardy Arrival Policy

A client who arrives within 10 minutes of the scheduled appointment start time will be designated as "Tardy". Clients that arrive tardy for an appointment will be permitted to continue with their scheduled appointment, though may experience prolonged wait times for service.

No Show Policy

A client who arrives **more than 10 minutes** after the scheduled appointment start time, failed to show up for their appointment, or did not communicate with us about the need to reschedule within 24 hours will be designated as "No Show" and will be required to reschedule their appointment.

Additionally, any client designated "No Show" will be subject to the following consequences:

1st Occurrence: Courtesy phone call stating you have been counted as a "No Show" for that appointment

2nd Occurrence: \$25 fee to be paid at the next visit. This does not go towards the visit.

3rd Occurrence: \$50 fee to be paid at the next visit and possible discharge as a client. This also does not go towards the visit.

We appreciate your patience, understanding, and support in these times and want to do all we can to serve your needs.