



ABOVE & BEYOND
PET CARE HOSPITAL

Hospital Cancellation & No Show Policy

Providing compassionate quality care to our clients and patients is a priority at Above and Beyond Pet Care Hospital. In order to better serve our growing clientele we have implemented an appointment cancellation and no show policy. Please understand that we have created this policy out of respect of those clients who are waiting to have their pets seen.

Appointment Policy

Please expect to arrive 10 minutes before your scheduled appointment. If you plan on being late, please call us to reschedule.

Patient Arrival Policy

For your protection, and that of others, all pets must be on a leash or in a carrier and properly controlled while in the waiting area and exam rooms. Please leave pets in carriers until removed by our medical personnel.

Late Arrivals

If you arrive for your appointment more than 15 minutes late, you will be asked to reschedule. If you are unable to reschedule, you will be placed on our "walk-in" list and will be seen based upon doctor availability. Please note that non-emergent walk in's may have an extended wait and/or may not be seen.

No Shows

A no show is someone who misses an appointment without cancelling 12 hours prior to the scheduled appointment time. No shows affect the treatment of our other patients.

- 1st offense – We will work with you to reschedule your appointment.
- 2nd offense – When scheduling subsequent appointments you will be required to place a non-refundable deposit equivalent to the cost of an office visit, which can be applied to any services rendered that day.
- 3rd offense – When scheduling subsequent appointments you will be required to place a non-refundable deposit equivalent to the cost of an office visit, which can be applied to any services rendered that day. In addition, you will be scheduled as a walk in appointment and will be seen based upon doctor availability.

Missed Dental or Surgical Procedure

- 1st offense – We will work with you to reschedule the procedure
- 2nd offense – When scheduling subsequent surgeries you will be required to place a non-refundable deposit of \$100, which can be applied to any services rendered that day. If you are on a Paw Plan the deposit can be refunded or applied toward future services.

Cancellations

If you are unable to keep your scheduled appointment we require at least 12 hour advanced notice. Surgical appointments require at least 48 hours advanced cancellation notice. To cancel, please call 806-792-PAWS (7297), if after hours please leave a message.

We thank you in advance for abiding by these policies and helping us keep our patients, clients and staff safe and on schedule.

Above & Beyond Pet Care Hospital reserves the right to add to or change this protocol as needed.