



## River Road Pet Clinic New Client Deposit Policy

Effective July 1<sup>st</sup> 2022

River Road Pet Clinic is committed to providing exceptional care. In current times, we are experiencing an unprecedented demand for veterinary care which has brought many new clients. We need every available appointment to meet this demand. We have experienced many last minute cancellations and no show appointments, particularly related to new client appointments. Unfortunately, when one patient cancels without giving us enough notice, they prevent another patient from being seen.

In an effort to better serve our community, the new client deposit will go into effect on July 1<sup>st</sup> of 2022. It will be collected upon you calling and scheduling with us. If you have scheduled online, we will contact you the day prior to receive the deposit. There will be a notice of this deposit on the online scheduling. If there is no answer or call back when we contact you, we will cancel your appointment and you will need to reschedule. The deposit will be a \$66.00 fee. This equates to the value of our complete physical exam which means when you come in for your appointment that fee will be zeroed out for your initial visit. Following this initial visit, you will be charged accordingly and all fees will be due upon time of service.

**Please call us at (520) 577-3100 by 1:00 p.m. on the day prior to your scheduled appointment to notify us of any reschedules or cancellations. To cancel or reschedule a Monday appointment, please call our office by 1:00 p.m. on Friday.** If prior notification is not given, you will still be charged the \$66.00 fee for the missed appointment or late rescheduling. If you reschedule or cancel within the appropriate cut off times, we can refund you or keep the charge as a credit on your account for your future appointment.

Thank you for your understanding as we continue our commitment to providing exceptional care for you and your pets. If you have any questions on our new client deposit policy please contact us at 520-577-3100.

Thank you,

River Road Pet Clinic Client Services Team