



Kind Veterinary Clinic

Medical Appointment Cancellation/No show policy

Thank you for trusting your pet's medical care to Kind Veterinary Clinic. When you schedule an appointment with us, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible. We ask no later than 24 hours prior to your scheduled appointment, unless other arrangements have been made. This gives us time to schedule other patients who may be waiting for an appointment.

PLEASE SEE OUR APPOINTMENT CANCELLATION/NO SHOW POLICY BELOW:

Effective January 1, 2022, any established patient who fails to show or cancels an appointment within 24 hours prior to their scheduled appointment will be considered a NO Show and **charged a \$50.00 fee.**

Any established patient who fails to show or cancels an appointment within 24 hour notice a **SECOND time will be charged a \$75.00 fee.**

If a **THIRD No Show or cancellation** within 24 hour notice should occur, the patient may be dismissed or barred from making another appointment with Kind Veterinary Clinic, **charged a \$100.00 fee.**

SURGERY NO SHOW/LATE CANCELLATIONS: This takes opportunity away from other clients that would have liked to have had that scheduled day. **CHARGE: \$100.00.**

New Clients that make an appointment will be established within our system at the time of making the appointment.

They also will be asked to make a \$25.00 non-refundable down payment on the appointment, to be applied to services at the time of the appointment. If the new client becomes a No Show /late cancellation this down payment is forfeited.

How do we help you: we maintain a system (at a cost to us) that reminds you of the appointment by Text and email.

We also have assigned a staff member to give you a call at the phone number on record to remind you directly or they leave a message the day before your appointment.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstance, please contact our Office Manager, who will be able to make adjustments.

I have read and understand the Kind Veterinary Clinic Cancellation/No Show policy and agree and understand the terms.

_____ Date _____

Signature

Print Name

