



Peak Veterinary Cancellation and Reschedule Policy

To help us provide timely care for all patients, we ask that clients provide at least 24-hour notice if they need to cancel or reschedule an appointment.

This policy applies to:

- Specialty consultations
- Recheck appointments
- Scheduled procedures

This policy does not apply to Urgent Care appointments.

Cancellations or Reschedules More Than 24 Hours Before the Appointment

Appointments that are cancelled or rescheduled more than 24 hours in advance may be changed at owners' convenience.

Cancellations, Reschedules, or No-Shows Within 24 Hours

First Occurrence

If the appointment is cancelled without rescheduling:

- No fee will be charged.
- The client will be informed that any future appointment with our hospital will require a deposit at the time of scheduling.

If the appointment is cancelled and rescheduled:

- A deposit is required before the new appointment can be scheduled. Payment amount is the consult fee, recheck fee, or 10% of the procedure deposit fee.
- The deposit will be applied to the cost of the rescheduled appointment.



PEAK VETERINARY REFERRAL CENTER

- If the new appointment is cancelled more than 24 hours in advance, the deposit will either be refunded or applied to a future appointment.

Second Occurrence

If the client cancels, reschedules, or does not show for the rescheduled appointment within 24 hours:

- The original deposit will be forfeited as a cancellation/no-show fee.
- If the client wishes to schedule another appointment, a new deposit must be paid at the time of scheduling.
- This new deposit will be applied toward the cost of the next appointment.
- The client should be advised that this deposit will also be forfeited if the appointment is cancelled, rescheduled, or missed within 24 hours.

Third Occurrence

If the client has a third cancellation, reschedule, or no-show within 24 hours:

- **The second deposit will be forfeited.**
- **Peak Veterinary Referral Center reserves the right to decline future appointments and refuse additional specialty services.**

Inclement Weather and Emergencies

If you anticipate needing to cancel or reschedule your appointment same day, we encourage you to contact us as soon as possible. We will do our best to work with you and understand there are exceptions to this policy in the case of emergencies or road safety.

Thank you for your understanding and cooperation. Providing adequate notice allows us to offer appointment times to other patients in need of specialty care.

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