Appointment Policy

EFFECTIVE APRIL 15, 2024

There has been an increase in demand for veterinary care in our community. Our goal is to provide quality care to our patients; however, no-show and late cancelations prohibit clients and their pets from receiving timely veterinary care. As such, we would like to inform you of our new policy regarding cancellation of appointments and no-show appointments.

As a courtesy, we do send out text messages 48 hours, and 24 hours in advance of your appointment, requesting confirmation.

**Cancellation of an appointment:** We ask that you promptly call our office when you are unable to show up for your scheduled appointment. This allows us to reallocate your appointment to another pet in need of care. If it is necessary that you cancel your appointment, we ask that you do so 24 hours before the scheduled appointment.

**Late Cancellation:** A cancellation is considered late when it is less than 24 hours advanced notice to our office.

**Appointment No-Show:** A “no-show” is a client who misses their appointment without cancelling it. Failure to be present at the time of your scheduled appointment will be recorded as a “no-show” in the client chart.

The first time there is a “no-show” or a late cancellation, there will be no charge. A second occurrence will result in the client being charged the cost of an office call of $47, which is required to be paid prior to scheduling any further appointments. This is a fee, and is not applied to any charges incurred at future appointments. If there is a third occurrence, the client will be discharged from the practice.

\*\*Monday appointments must be cancelled by the Friday prior to the appointment\*\*

**Surgery/Dentistry No Show Appointment Policy:** If it is necessary that you cancel your appointment, we ask that you do so 24 hours before the scheduled appointment, which will enable us to offer that appointment to another patient.

The first time there is a “no-show” for a surgery or dentistry appointment, we will offer to reschedule the appointment, but the client will be required to pay a 50% deposit in order to book the appointment again. This deposit will be applied to the services the patient receives on the day of the surgery/dentistry appointment, if the appointment is kept.

If there is a second “no-show” for surgery or dentistry, the client will be charged a missed appointment fee of $100, AND the previously paid deposit is no longer refundable/applicable to services rendered.

After a second missed surgery or dentistry appointment, the client will be discharged from the practice.

**New Clients:** A $50 per pet deposit is required to schedule the initial appointment. This deposit will be applied to any services received while the pet is here for their appointment. If the appointment is missed, or cancelled less than 24 hours in advance, the deposit is forfeited. If the appointment is rescheduled more than 24 hours in advance, the deposit remains on the account. New clients will only be allowed one opportunity to reschedule.