

POLICY ON CANCELLATIONS OF APPOINTMENTS/NO-SHOW

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WE WOULD LIKE TO INFORM YOU OF A POLICY ON CANCELLATION OF APPOINTMENT/NO-SHOW. EFFECTIVE AUGUST 2020

This policy has been established in order to provide the highest level of veterinary care to all of our patients.

By providing us notice of a cancellation, we may be able to accommodate other patients with your appointment slot. When you do not show up for a scheduled appointment, it creates an unused appointment slot that could have been used for another patient.

It is very important that you call within 24 hours in advance to cancel your appointment.

NEW CLIENTS/URGENT CARE CLIENTS:

- New clients/Urgent Care clients will be charged \$25.00 fee if failure to show for their initial visit. This fee must be paid prior to rescheduling your next appointment.
- If the new client fails to show or cancels/reschedules an appointment with no 24 hour notice. There will be a second charge of a \$50.00 fee and you will not be rescheduled.

EXISTING CLIENTS:

- Established client who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours notice will be considered a No Show. They then will be charged a \$25.00 fee. This fee must be paid prior to your next appointment. If for any reason you need to cancel an appointment, please notify our office as soon as possible.
- Established client who fails to show or cancels/reschedules an appointment with no 24 hour notice. There will be a second charge of a \$50.00 fee.

- If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from Ark Veterinary Hospital & Urgent Care.
- The fee is charged to the client and is due at the time of the next rescheduling of the next office visit.
- As a courtesy, when time allows, we make reminder calls, emails and text message for appointments. If you do not receive a reminder call, emails and text message, the above Policy will remain in effect.

WE UNDERSTAND THERE MAY BE TIMES WHEN AN UNFORESEEN EMERGENCY OCCURS AND YOU MAY NOT BE ABLE TO KEEP YOUR SCHEDULED APPOINTMENT. YOU MAY CONTACT ARK VETERINARY HOSPITAL & URGENT CARE 24 HOURS A DAY, 7 DAYS A WEEK AT THE NUMBERS BELOW. SHOULD IT BE AFTER REGULAR BUSINESS HOURS MONDAY THROUGH SUNDAY, YOU MAY LEAVE A MESSAGE OR EMAIL.

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