

Quality Pet Care, LLC
No Show / Late Cancellation / Late Arrival Policy

This policy has been established to help us serve you better.

It is necessary for us to make appointments in order to see our patients as efficiently as possible. No-shows, late-cancellations, and late arrivals cause problems that go beyond financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows, late-cancellations, and late arrivals delay the delivery of health care to other patients, some of whom are quite ill.

A “no-show” is missing a scheduled appointment. A “late-cancellation” is cancelling an office visit without calling us at least **24 hours** prior to the scheduled visit or **72 hours** prior to a scheduled procedure. A “late arrival” is arriving for a scheduled appointment **later than 10 minutes** after the scheduled appointment time. If you arrive later than 10 minutes to your pet’s scheduled appointment time we have the right to require rescheduling.

We also require a deposit when making boarding reservations in order to hold the space for your pet(s). If you need to cancel your boarding reservation we require at least 7 days’ notice. If you cancel your boarding reservation with less than 7 days’ notice, your boarding deposit **will not be refunded**.

We understand that situations such as medical emergencies occasionally arise when an appointment cannot be kept and adequate notice is not possible. These situations will be considered on a case-by-case basis.

A charge of \$15.00 will be assessed for each “no-show” or “late-cancellation” office visit appointment if less than 24 hours’ notice is given.

A charge of \$15.00 will be assessed for each “late arrival” to an office visit appointment.

A charge of \$50.00 will be assessed for each “no-show” or “late-cancellation” procedure appointment if less than 72 hours’ notice is given.

Signature: _____

Date: _____

Client Name (printed): _____