**Appointment Policies**

We are committed to being your partner in health to promote wellness and handle all your pet care needs. Your understanding of our appointment policies will help us to achieve that goal. Please initial each policy so that we may be assured that you understand it. If you would like clarification of any of our policies, please ask our staff.

***Confirming Appointments: PLEASE INITIAL***

As a courtesy, you will be contact prior to your appointment by text, email, or phone. You must reply to one of these contacts to confirm your appointment. If you are not able to keep your appointment, we will be happy to reschedule it for you. Please give us a 24-hour advance notice to reschedule or cancel. If you have not confirmed your appointment 24 hours prior, we reserve the right to reschedule you.

***Cancellation of an Appointment: PLEASE INITIAL***

To be respectful of the needs of other patients, please call us promptly if you need to cancel. We require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another patient the possibility to receive medical care in a timely manner.

***Late Arrival: PLEASE INITIAL***

Please keep in mind that we maintain a very full schedule and even one patient running late can impact the schedule of the entire clinic. Please let us know if you are running late so we can manage accordingly. A grace period of 10 minutes will be permitted for unforeseen delays you may encounter while traveling for your pet's appointment. If you arrive more than 10 minutes after your pet's appointment start time, you will be asked to reschedule for a later date. This process helps ensure that pets arriving on time are seen in a timely manner.

***No Show policy outlined: PLEASE INITIAL***

A no-show appointment is a patient who is not present at the time of their scheduled appointment and has not provided adequate notification. Adequate notification is defined as at least a 24-hour notice. We understand that emergencies may occur, however, when you do not call to cancel an appointment, you are preventing another patient from getting much needed treatment.

After an established client has three no-show appointments, that client and any persons who is either a guarantor for, or guarantee of, the account in question may be asked to pay up front for the exam fee. New clients seeking to establish care with us who fail to cancel or reschedule their initial appointments at least 24 hours prior to the scheduled appointment are also considered to be a no-show and will be required to pay an exam fee upfront for future scheduled appointments. If adequate notice is not given the exam fee will be kept and the client will be charged a no-show appointment fee equal to the prepaid exam fee and will not be refundable.

Please also sign below that we may be assured you understand the policies. If you would like clarification of any of our policies, please ask our staff. We thank you in advance for you cooperation and understanding.

Signature