



## **Missed Appointment Policy / Non-Refundable Deposit**

Our goal is to provide quality individualized medical care in a timely manner. No- Shows, Late-Shows and Cancellations inconvenience owners seeking timely medical attention for their pets. We would like to inform you of our policies regarding missed appointments.

### **New Client Appointments / Surgery Appointment Deposits**

Due to the high demand of appointments, we are requiring that all new clients pay a deposit for all scheduled visits. This **Appointment Deposit\*** will be applied toward the balance of your invoice at check-out of the requested appointment date. Appointments with multiple pets will also need a deposit of \$75 for each pet. This goes towards the wellness exam cost for each pet. This is due to an increase in no-show appointments for clients bringing multiple pets. We also require a deposit for all surgical procedures and drop off appointments.

**\*This Appointment Deposit is Non-Refundable if you do not cancel your pet(s) appointment 48 hours OR MORE in advance of scheduled appointment.**

### **Cancellation of an Appointment**

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for your appointment. This time will be reallocated to another pet in need of treatment. If it is necessary to cancel your scheduled appointment, **we require that you call at least 48 hours in advance.**

### **No Show Policy**

A "No Show", is a client who misses their pet's appointment without cancelling it. This includes arriving 15 minutes after your pet's scheduled appointment.

Clients who do not show up to their scheduled appointments without notice will be required to pay a deposit before scheduling another appointment (this applies even if it is your first no show). The deposit would be \$65 for exams and \$25 for a technician appointment. This ensures that we are able to see as many patients as possible and provide care for those that need it.

### **How to Cancel Your Appointment**

To cancel your pet’s appointment, please call 608-238-3461 as soon as possible. If you do not reach the front desk, you may email the hospital as well to [SpringHarborAH@yourvetdoc.com](mailto:SpringHarborAH@yourvetdoc.com).

### **Boarding Fee**

All curbside and in person appointments need to adhere to the following:

**Clients are expected stay in the parking lot or present in the exam room for the duration of your pet(s) appointment. If, for any reason you leave the premises during the appointment, you will be charged a \$45.00 boarding fee.**

Thank you very much for choosing Spring Harbor Animal Hospital to care for your beloved family member.

I certify that I have read this document and agree to all of these policies.

\_\_\_\_\_  
Client Name (print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Name (signature)