

Appointment Policy

Missed Appointment and Cancellation Policy

Rehoboth Beach Animal Hospital is committed to providing all of our patients with exceptional care. When a client cancels without giving advanced notice or misses an appointment, they prevent another patient from being seen. *For this reason, Rehoboth Beach Animal Hospital has instituted a new cancellation policy as of March 22nd, 2024.*

No-Show

On your first incident of no show for an appointment, our team will reach out to notify you of your missed appointment and offer to reschedule. If you accrue a second no show, your account will be marked and a nonrefundable deposit will be required for the full exam fee at time of scheduling.

Cancellations

We appreciate that emergencies arise, but we ask that you give us and our other patients the courtesy of canceling with enough time to fill an appointment. We consider "last minute" to be within 24 hours of scheduled appointment time. Recurrent last minute cancellations will be considered the same as no show and your account will be marked as requiring a nonrefundable deposit of full exam fee at time of scheduling. If you need to

cancel your appointment when we are not open for business, a message on Petdesk will be adequate notice.

Late Arrivals

We ask that clients arrive 5-10 minutes prior to scheduled appointment time to allow for parking and check in. We understand that traffic and life happen, so we will accept appointments with a 10 minute grace period after scheduled time, but we appreciate a phone call as a “heads up.” We are unable to accommodate later arrivals, and it will be considered a no show and will be required to reschedule. Recurrent late arrivals will require a nonrefundable deposit for full exam fee at time of scheduling.

New Client Appointment

For new or inactive clients (patient has not been seen within the last 3 years), a deposit is required at the time of scheduling to secure an appointment. The deposit amount is equal to the cost of the exam and will be applied towards the scheduled appointment. If this appointment is missed or canceled within 24 hours' advance notice, the deposit will be forfeited.

Payment

Payment is due at the time services are rendered. We accept a variety of payment options, including cash, Visa, Mastercard, Discover, American Express, Scratch Lending and CareCredit.