



## CANCELLATION & NO-SHOW POLICY

When you schedule an appointment or procedure with Union Animal Hospital you are holding a place on our calendar that is no longer available to another patient. In order to be respectful of your fellow patients, please contact our office as soon as you know you cannot make a scheduled appointment.

If cancellation, or rescheduling, is necessary we require you to call in advance. Appointments for exams and procedures are in high demand, and your advanced notice will allow another patient access to that appointment time. Missed appointments are a waste of time for everyone and can affect every patient, client and employee that uses and works at Union Animal Hospital.

### Late Arrivals

Please remember we are a medical facility and all appointments are asked to arrive 15 minutes prior to their scheduled appointment time to facilitate the check in process. If you are too late and we are not able to get you fully checked in for your scheduled appointment time we may not be able to see you at that time. We will do our best to adjust our schedule to prevent rescheduling your appointment, when possible, by moving you to the walk-in/urgent care service when you arrive or seeing if another veterinarian is available. If you choose not to wait, see another veterinarian, or we are unable to see you due to late check in/arrival then your appointment will be subject to the cancellation policy and rescheduled at your discretion. We certainly understand that delays may happen, they happen to us too, but time is valuable and we have an obligation and responsibility to do our very best to service clients and patients who are here for their appointments on time in a timely manner whenever possible. We strongly encourage all our clients to arrive at least 15 minutes early for scheduled appointments to facilitate the check in process.

### No-Shows

When you schedule an appointment and fail to show or fail to notify us of your inability to keep your appointment, it impacts our ability to service clients who may already be here waiting to see a doctor. If you fail to show or fail to notify us about your inability in keeping your appointment time on **more than two (2) occasions**, you may be required to prepay for your appointment time with no refund option.

### Cancellations

If you must cancel an exam/non-procedure appointment, we ask for **24 business hours' notice**. For dental, surgical or procedural appointments, we ask for **48 business hours' notice**. The following fees will be applied to your account for not calling as required.

### No-Show & Late Cancellation Fees

#### Exam/Non-procedure Appointment:

**1st** missed appointment – Our staff will call to ensure the wellbeing of you and your pet in addition to rescheduling your exam. A single courtesy missed appointment is granted.

**2nd** missed appointment – A **\$10.00** fee will be applied to your account for canceling an appointment a second time with less than 24 hours' notice. **\*Prepayment for the exam may be required to reschedule, plus missed appointment fee. Both are nonrefundable\***

**Sign on reverse →**

**3rd** & subsequent missed appointment – The **cost of the exam** will be applied to your account for canceling an appointment a third time and every subsequent time with less than 24 hours' notice. **You may be subject to termination of your care with our office.**

**Missed Dental or Surgical Procedures:**

*\*As of 1/1/2022 all procedures require a nonrefundable booking fee to schedule and this fee may be used to cover cancellation fees.\**

A **\$50.00** fee will be applied to your account for cancelling any procedure appointment with less than 24 business hours' notice or no-showing your appointment. You will also be required to prepay for your dental or surgical procedure (based on the mid-range of your estimate) in order to reschedule. If you fail to show or cancel appropriately a second time, a **\$100.00** fee will be deducted from your prepaid deposit.

***Please Note:***

- *A missed appointment fee will need to be paid prior to receiving any new services, prescriptions, or food and are subject to late fee, finance charges and statement/handling fees if not paid.*
- *Missing three (3) consecutive appointments or frequent cancellations/schedule changes may result in the termination of care at our office*
- *Cancellations must be confirmed by a staff member within the cancellation windows to avoid fees. Failure to ensure proper communication to our office is solely the responsibility of the client. Voicemails, texts and emails are not always reliable and may result in delays or failure of appropriate cancellation and applicable fees.*

We thank you in advance for abiding by these policies and helping us keep our clients, staff, and patients on schedule and safe!

Please understand that we have created this policy out of respect for those clients who are waiting to have their pets be seen.

By signing below, I fully acknowledge this policy and accept all fees applied to my account in accordance with this policy.

\_\_\_\_\_ Date \_\_\_\_\_

Printed Name

\_\_\_\_\_

Signature