

****STARTING APRIL 1, 2024****

Cancellation/No-Show Policy

At ***Wantage Veterinary Hospital***, our goal is to provide quality care in a timely manner. We have implemented a cancellation/no-show policy which enables us to better utilize available appointments for our patients' needs.

Appointment Cancellations – 48-hour notice

Please be courteous and call our hospital promptly if you are unable to attend your appointment. We understand that things happen and conflicts arise. We ask that you give a 48-hour notice so that we can make that time available to another patient. Appointments **cannot** be canceled through voicemail. You must either speak to a Wantage Veterinary employee or you can cancel using the PetDesk app.

No-Show & Late Cancellations

An appointment will be considered a late cancellation if we receive less than 48-hours' notice.

- First no-show/late cancellation – patient file noted and client emailed and/or mailed a copy of this policy.
- Second no-show/late cancellation – patient file noted + \$50/pet deposit required to schedule all future appointments. Missed appointments or less than 48-hour notice will result in forfeiture of the deposit.
- New clients – A \$50/pet deposit is required to schedule the initial appointment. Cancellations/Requests to Reschedule must be done at least 48 hours prior to the appointment. Missed appointments or less than 48-hour notice will result in forfeiture of the deposit.

All Deposits are Non-Refundable

Late Arrivals Your appointment time is reserved for you and your pet. Arriving on time ensures that the technician and the Doctor have time to address your questions and concerns to provide the best care for your pet. Please note that arrivals 10+ minutes after your scheduled time will result in a canceled appointment and will need to be rescheduled.

We have implemented these policies to respect your time and ours. We appreciate your cooperation and understanding.

Thank you,

Wantage Veterinary Hospital