

# PENINSULA DOG & CAT CLINIC

## New Client Cancellation and No-Show Policy

### POLICY

Our goal at Peninsula Dog and Cat Clinic is to provide quality individualized medical care in a timely manner. No-shows and late arrivals inconvenience those individuals who need access to veterinary care. We understand that sometimes you need to cancel or reschedule your appointment. However, when you do not call in advance to cancel an appointment, you are preventing another pet from receiving veterinary care.

If you must cancel or need to reschedule your appointment, **please provide at least 24 hours' notice** to avoid penalties. **For surgeries and procedures, we require at least 48 hours' notice.** Leave a message on our voicemail at **(503) 285-7661** or email at [staff@peninsulapet.net](mailto:staff@peninsulapet.net) if it is after hours or the lines are busy.

### You will be documented as a "No-Show" appointment if:

- You cancel with less than 24 hours' notice (48 hours for surgeries and procedures),
- Fail to show up for your appointment, or
- Arrive more than 15 minutes late for your appointment without prior notice.

**For all new client appointments,** we will collect an Exam Deposit of \$89 per pet (\$110 for exotic pets) (Exam Deposits will be applied to the successfully attended appointment, and they will be refunded if an appointment is canceled with at least 24 hours' notice given).

### No Show penalties for new clients:

- Failing to show or failing to give the required 24 hours' notice for canceling/rescheduling the appointment will result in forfeit of the Exam Deposit.
- You will receive a phone call and email stating that you have been counted as a No-Show, and a new deposit of \$89 per pet (\$110 for exotic pets) will be required to schedule a new appointment.
- Should this happen at the next appointment, the client forfeits their right to any future bookings.

As a courtesy, when time allows, we send reminder calls and/or emails for appointments. If you do not receive a reminder call or email, the above Policy will remain in effect.

We understand there are times when you must miss an appointment due to an emergency or family/work obligation. If you should experience extenuating circumstances, please contact hospital management and they will be handled on a case-by-case basis.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

