

# PENINSULA DOG & CAT CLINIC

## 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.

#### No-Show penalties for current clients (within a 24 month period):

- **1<sup>st</sup> No-Show:** Phone call and email stating that you have been counted as a No-Show for that appointment.
- **2<sup>nd</sup> No-Show:** Written notice, phone call, and email, as well as an \$50 No-Show Fee that must be paid prior to scheduling future appointments. An exam deposit of \$89 per pet (\$110 for exotic pets) must be paid to schedule all future appointments.
- **3<sup>rd</sup> No-Show:** Written notice, phone call, and email. The previously paid exam deposit will be forfeit, and your veterinarian will decide if he/she will discharge you as a client.

**For all technician appointments,** after the second missed technician appointment, a \$25 fee will immediately be applied to your account. This fee must be paid before being able to schedule their next technician appointment.

#### For all surgery and procedure appointments:

- Surgeries and procedures may be canceled/rescheduled only until 48 hours BEFORE the scheduled drop-off time. Canceling/Rescheduling less than 48 hours before or a No-Show for a surgery/procedure will result in a \$100 Surgery No-Show Fee. **In this case, a Surgical Deposit of 50% of the surgery/procedure high end estimate per pet will also be required to reschedule the surgery/procedure.**

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

