

# Cancellation Policy

## Missed/Canceled Appointment Policy

Our goal at Littleton Paws Animal Hospital is to provide quality individualized medical care in a timely manner. No-shows, late shows, and short time cancellations inconvenience those individuals who need access to veterinary care. We are an appointment-only clinic, and we stay on time by being appointment-only. Walk-ins are not allowed without prior authorization. Due to issues with client arrivals, or lack thereof, we put this policy into effect in 2022.

A missed/canceled appointment is one where a client fails to show for whatever reason or cancels within the 24 hours prior to appointment. A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for a client's scheduled appointment and ask that you give us the courtesy of a call when unable to keep your appointment. As a courtesy, we provide reminder calls, text messages, and emails a day or two before your appointment. However, you are ultimately responsible for remembering your appointment.

## Cancellation of an Appointment

To be respectful of the medical needs of other patients, please be courteous and call or email our office promptly if you are unable to show up for an appointment. These phone calls/emails are required to be made at least 24 hours in advance. This allows for ample time for that time slot to be allocated to someone on the waitlist. If you cannot reach us by phone, please leave a voicemail, as our system gives us the date and time the message was left. If you cancel an appointment with less than 24-hour notice, it will be considered a late cancellation. Consequences of a late cancellation are below.

### Appointment No-Show Policy

A no-show is a client who misses an appointment without canceling it. It also includes clients who arrive more than 10 minutes late for their scheduled appointment.

The first time you are a no-show or have a late cancellation, there will be no charge to the client. A second occurrence will result in being charged \$55 (subject to change) for a doctor's appointment or \$25 for a technician appointment. For future appointments to be scheduled, we will then require you to leave a \$55/\$25 deposit that will be applied to your invoice when you do show up for the appointment on time. Should there be a third occurrence, the client will forfeit the deposit and be charged an additional \$55/\$25 penalty fee and may be asked not to return to the clinic.

### Ultrasound No-Show Policy

For ultrasound appointments, we bring a specialist into the clinic monthly. If you give less than 24-hour notice for this appointment, you will be charged \$168. A second infraction will be cause for a client to be asked not to return to the clinic.

### Surgery No-Show Policy

This is the most serious of no-shows and will not be tolerated. Should a client miss or cancel a surgery appointment without 72-hour notice, a \$250 cancellation fee will be charged to the client. A second infraction will be cause for a client to be asked not to return to the clinic.

We thank you in advance for abiding by these policies and hope you understand they have been created to help serve our clients and patients in the most effective manner possible.

Just remember that canceling your appointment in advance may save the life of another pet in need.