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Appointment No Show & Cancellation Policy

Effective December 1, 2022, the Dog and Cat Clinic PA began implementing an Appointment No Show and Cancellation Policy.

This policy was initiated to better serve our clients and their pets as a result of increasing No Showed appointments and last-minute Cancellations. Our schedule often gets booked weeks in advance, sometimes leaving it difficult to accommodate pet care for acute injuries or illnesses.

When clients do not show up for scheduled appointments, or they cancel or reschedule at the last minute, it does not allow us the opportunity to utilize that time slot providing care to a pet in need. Ultimately this may result in the need to refer our clients to alternative facilities to seek prompt care for their pets. We want to reduce this occurrence as much as possible.

Please review the terms of our No Show/Cancellation Policy and sign at the bottom of the form.

If you RESCHEDULE or CANCEL with 24-HOUR (or more) NOTICE, there is NO PENALTY.

A SAME DAY RESCHEDULE or CANCELLATION will result in a \$10 Fee for Regular Appointments or a \$20 Fee for Surgeries. These Fees may be paid at your next visit to the Clinic.

The 1st and 2nd NO SHOW APPOINTMENT will result in a \$25 Fee. This Fee must be paid prior to scheduling future appointments.

A 3rd NO SHOW APPOINTMENT will result in the \$25 Fee + a \$50 Deposit Charge that will be applied to your next appointment. These Fees must also be paid prior to scheduling future services.

If a 4th NO SHOW APPOINTMENT occurs, we will DISCONTINUE SERVICE for you and your pet.

If a SURGERY is NO SHOWED it will result in a \$50 Fee that must be paid prior to rescheduling or scheduling any other services.

TO AVOID MISSING APPOINTMENT CONFIRMATION TEXTS AND EMAILS, PLEASE MAKE SURE WE HAVE THE CORRECT MOBILE NUMBER AND EMAIL ON FILE.

By signing below, I agree that I have read and understand the above policy.

Signature of Client/Pet Owner _____

Date _____