

The Whole Pet Cancellation Policy

New consults are scheduled for 1 hour and 45 mins of time and most general appointments for up to 1 hour of time. While we realize that missing or changing an appointment may be unavoidable and necessary, it also means that other pets were unable to see the Doctor. Due to the difficulty of rearranging schedules with short notice we have the following cancellation policy.

- The Cancellation Policy applies to **ALL** appointments whether this is a **new consult** or an **existing patient appointment**
- All new patient consults will require a \$125.00 scheduling fee that is applied to the consultation
- The scheduling fee is fully refundable if appointment is cancelled 2 business days in advance of the appointment. **Saturday/Sunday do not count as a business day**
 - ◆ For example, a Wednesday 9 am appointment must be cancelled no later than Monday at 9 am
 - ◆ A Monday appointment would need to be cancelled by Thursday
 - ◆ A Tuesday appointment would need to be cancelled by Friday as we are not open all Saturdays
 - ◆ When a New Client appointment is made you will be given the last cancellation date/time for that appointment and it will be noted in our records
- *The scheduling fee is non-refundable for no show appointments or cancellations with less than 2 business days notice*
- All cancellations must be done via phone
- If the appointment is rescheduled 2 or more business days in advance (same rules as above) then the fee will be applied to the rescheduled appointment
- If the appointment is rescheduled less than 2 business days in advance then the scheduling fee is non-refundable and a new scheduling fee will be taken for the rescheduled appointment
- A copy of this cancellation policy was emailed to new patients to the email on record or was mailed if an email address was not provided
- If you are an **existing client** and have had two cancellations outside of this policy then you will be required to either pay a non-refundable scheduling fee for the next appointment or call the day you want an appointment to see if there are openings
- If you are an **existing client** and cancel or no show same day you will need to pay a non-refundable scheduling fee for the next appointment at the time it is scheduled or you may call same day to see if there are any openings
- Please call with any questions

January 10. 2022