

The Whole Pet Cancellation Policy

New consults are scheduled for up to an 1 hour and 15 mins of time and most general appointments for up to 45 minutes 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 for **NEW CLIENTS** is as follows:

- All new patient consults will require a \$285.00 scheduling fee that is applied to the consultation
- The scheduling fee is fully refundable if appointment is cancelled 1 week (7 days) in advance of the appointment. The scheduling fee is **NON_REFUNDABLE** for no show appointments or cancellations less than 1 week (7 days)
- If the appointment is rescheduled 1 week (7 days) in advance (same rules as above) then the fee will be applied to the rescheduled appointment
- If the appointment is rescheduled less than 1 week (7 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 the address given

THE cancellation policy for **EXISTING CLIENTS** is as follows:

- All cancellations require a 48 hours (2 Business) days in advance of the appointment. **SATURDAY/SUNDAY Do NOT count**
 - ◆ 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 Saturdays
- 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