



Appointment, Cancellation & No-Show Policy

We work hard to make timely appointments available for all pets in need of care. To help us do so, we send appointment reminders by phone, email, and text several days in advance. We appreciate your partnership in keeping scheduled appointment times so we may care for your pet and others in our community.

Please contact us as soon as possible if you will be arriving late or are unable to attend your scheduled appointment.

Cancellation & Rescheduling

If you need to cancel or reschedule an appointment, we kindly request at least **24 hours' notice** prior to the scheduled appointment time.

If appointments are canceled with less than 24 hours' notice on two separate occasions, a **non-refundable deposit** will be required to schedule future appointments for any pets in your household.

No-Show Appointments

If you do not arrive for your scheduled appointment and have not contacted us in advance, a non-refundable deposit will be required to schedule future appointments for any pets in your household.

Late Arrival

If you anticipate arriving late, please notify our office as soon as possible.

- Arrivals more than 5 minutes late may experience a longer wait time.
- Arrivals 10 minutes or more late may be seen as a work-in appointment, may be converted to a drop-off appointment, or may require rescheduling, depending on availability.
- A work-in consultation fee may apply for arrivals 10 minutes or more late due to the additional staff time required.

Repeated late arrivals may result in a non-refundable deposit requirement for future appointments.

Non-Refundable Deposits

Deposits may be required for certain appointment types or scheduling circumstances and are collected at the time of scheduling when applicable.

Deposits are non-refundable and apply only to the specific appointment for which they are collected. Deposits may not be transferred to other appointments, services, or products.

If a deposit is on file and you fail to provide at least 24 hours' notice of cancellation or do not arrive for the appointment as scheduled, the deposit will be forfeited.