

We at **Amigo Animal Clinic** understand that sometimes you need to cancel or reschedule your appointment. However, when you do not call in advance to cancel an appointment or you fail to show up for your appointment, you may be preventing another pet from getting much needed treatment. It is the responsibility of the client to arrive for their appointment on time and cancel, if needed, with at least 24 hours' notice.

Missed Appointment/Cancellation Policy:

Due to an increasing number of “no shows” and same day cancellations, combined with a very high demand for services, there will be a charge for missed appointments and cancellations without 24 hours notice.

CURRENT CLIENTS:

1. Appointments for existing patients must be canceled at least 24 hours prior to the scheduled appointment time. Cancellations that occur with less than 24 hours notice will result in a non-refundable, non-transferrable \$65 cancellation fee. This fee must be paid **in advance** before a patient can be rescheduled.
2. 'No Show' appointments will also be charged a non-refundable, non-transferrable \$65 'No Show' fee. This fee must be paid **in advance** before a patient can be rescheduled.
3. If two (2) 'No Shows' occur within a calendar year, the client will be required to pay for ALL of their non-refundable, non-transferable 'No Show' fees **and** pre-pay the consultation fee for any future appointments. When you are present for your scheduled appointment, the pre-paid consultation fee will appear as a credit on your invoice toward your visit. If you fail to show up OR fail to give the required 24 hours' notice for cancellation/rescheduling the appointment, the consult fee will not be refunded or transferred.

NEW CLIENTS: this includes clients who have not been seen in the previous calendar year

1. **For all new patient appointments**, we will collect a non-refundable credit card payment equal to the initial consultation fee (\$65) when scheduling the appointment. If you are present for your first appointment, this will appear as a credit on your invoice toward your visit.
2. **No Show penalties for new clients:**
 - If you fail to show up OR fail to give the required 24 hours' notice for cancellation/rescheduling the appointment, the initial consult fee will

not be refunded or transferred. You will receive a letter stating that you have been counted as a No Show.

Surgery/General Anesthesia/Sedation Appointment No-Show Policy: A surgical, anesthetic or sedation appointment “no-show” is a client who misses a surgical, anesthetic or sedation appointment without providing 24 hours’ notice of cancellation.

1. The first time this occurs we will call to offer to reschedule the appointment and our missed surgery appointment fee of \$200 may be waived.
2. At the second missed surgical appointment, we will call to reschedule and you will be charged a missed surgery appointment fee of \$200 and you will be required to place a 50% deposit to hold the surgical appointment. The deposit will be credited to the cost of the surgical procedure.
3. If a 3rd missed surgical appointment occurs, the client will be charged a missed appointment fee of \$200 and may be discharged from the practice.