

## **Partridge Animal Hospital Cancellation Policy**

Our goal is to provide excellent individualized medical care in a timely manner. “No shows” and late cancellations inconvenience clients and their pets who need access to medical care in a timely manner. We are instituting an office policy regarding missed appointments. This policy enables us to better utilize our appointments for our patients in need. We are proud of the quality time that we spend with you and your pet, and we also strive to run on time, but we need your cooperation in order to do so.

**CANCELLATION OF AN APPOINTMENT:** In order to be respectful of other clients and patients, please be courteous and call Partridge Animal Hospital promptly if you are unable to show up for an appointment so this time slot can be reallocated to another patient. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another patient access to medical care.

We strive to see patients who arrive on time at their scheduled time. Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late for your appointment, we may need to abbreviate or reschedule your pet’s visit.

**HOW TO RESCHEDULE YOUR APPOINTMENT:**

To cancel or reschedule, please call **(727) 526-8700**.

**LATE CANCELLATIONS:** A late cancellation is when an owner fails to cancel their scheduled appointment with a 24-hour advance notice. Call us if you will be late or unable to make your appointment time. We will do all that we can to accommodate your pet’s appointment and to minimize the need to reschedule.

**NO-SHOW POLICY:** A “No-show” is a missed appointment without cancelling it in an adequate manner. Failure to be present at the time of a scheduled appointment will be recorded in your pet’s medical record as a “no-show.”

- First and second missed appointment - there will be no charge, but a notation will be made in your pet’s chart.
- Subsequent missed appointments - in order to make a future appointment, you will be required to make a prepayment of the exam/consultation charge of \$63.00. If your next appointment is kept, this \$63.00 will be applied to it. If it is missed, this becomes a non-refundable fee.

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Signature

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Date