



**10187 N. Taryne Street Hayden, Idaho 83835 (208) 772-7484**

## **No Show and Cancellation Policy**

Thank you for choosing Mountain View Veterinary Clinic to serve your pet care needs. We appreciate you and your furry family members. Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows, and cancellations inconvenience those clients and their pets who need veterinary care. Each time a client misses an appointment without providing proper notice, another client and their pet is prevented from receiving care. Unfortunately, we are now having to implement a no-show and late cancellation policy due to these overwhelming occurrences.

Due to high demand and limited availability of appointments, we require 24 hours notice if you are not able to make it to your appointment. **If reasonable notice of cancellation is not given for doctor visits or anesthetic procedures, a no-show fee of \$50 will be charged to your account. A no-show fee of \$15 will be charged for a missed technician appointment.** However, we recognize that emergency situations do occur, and we will be flexible under those circumstances. Please be aware that if you arrive 10 minutes late for your appointment, you may be asked to reschedule for the next available appointment time. Be mindful that our appointments are scheduled right after one another and because of this the doctor may not have time to give your pet the full exam and care it needs before the next appointment arrives. We do not double book appointments; your appointment time is reserved exclusively for your pet.

We appreciate your understanding about this new policy. Please let us know if there is anything we can do to help you keep your appointments.

By signing below, I acknowledge that I have read and understand this policy.

Name \_\_\_\_\_ Date \_\_\_\_\_