

LaFayette Animal Clinic

APPOINTMENT FAILURE/CANCELLATION POLICY:

A national shortage of practicing veterinarians and veterinary staff coupled with increased demand for veterinary services has created long waiting lists for clients and their pets to receive care. Recently, clients failing to show for appointments has worsened the problem.

Therefore, to better serve our clients and patients, we enact our Appointment Failure/Cancellation Policy as follows:

Clients with a Failed Appointment* will incur a "Failed General Appointment Fee" (\$50) or a "Failed Surgery Appointment Fee" (\$50). This fee will be incurred per each Failed Appointment. *The fee will not be applied to other services rendered.* Clients will be expected to pay this fee upon notice and required to pay this fee prior to receiving further care.

(*NOTE: A Failed Appointment is defined as failure to show for an appointment AND/OR failure to reschedule or cancel an appointment greater than 1 business day before the scheduled time slot)

I, the undersigned, understand and agree to this policy. If incurred, I agree to pay this fee upon notice and understand further care for my pet will be declined until this fee is paid.

Client Name

Client Signature

Date

Thank you for the opportunity to care for you and your pet!

Sincerely,

Lafayette Animal Clinic