



Appointment Agreement Form

Missed, Cancelled, and Late Appointment Policy

Effective as of July 1st 2016, our clinic will be putting into effect a new policy for missed, cancelled, and late appointments.

In order to work in a timely manner and provide quality care to your pet who need and desire treatment, Hope Crossing Animal Hospital will be enforcing the following policies:

We request a 24-hour cancellation from you, which will not incur a fee for cancellation. If you are unable to make your appointment please contact our office as soon as possible so we can have a greater chance of providing that time to another client.

However, if you fail to show for your appointment and you do not provide a 24-hour notice there will be a charge for the missed appointment. Furthermore, we ask that all clients arrive on time to their appointment. We will not be able to see your pet any sooner than your scheduled time due to prior appointments already scheduled. Additionally, if you arrive to your appointment 15 minutes late or later you will be asked to reschedule, as well as be charged with a late fee. Below is our fee policy that you will be responsible for.

Fee for Late, No Shows, and Cancelled Appointments

- **Late - \$5.00**
- **No Show - \$20.00**
- **Cancelled Appointment:**
 - >Surgery- \$50.00
 - >Wellness/Sick Visit- \$20.00

***By signing below, you acknowledge that you have read, understand, and agree to the above policy.**

X _____
(Signature)

(Date)

