



Cancellation/No-Show Policy

At Arrow Veterinary Clinic, our goal is to provide quality care in a timely manner. We have implemented a cancellation/no-show policy which enables us to better utilize available appointments for our patients' needs.

Appointment Cancellations – 24-hour notice

Please be courteous and call our clinic promptly if you are unable to attend your appointment. We understand that things happen and conflicts arise. We ask that you give a 24-hour notice so that we can make that time available to another patient. Our voicemail is available to receive messages when we are closed.

No Show & Late Cancellations

An appointment will be considered a late cancellation if we receive less than 24-hours' notice.

- First no-show/late cancellation – patient file noted and client emailed and/or mailed a copy of this policy
- Second no-show/late cancellation – patient file noted + \$50 deposit required to schedule all future appointments.
- Deposits are non-refundable.
- New clients – A \$50/pet non-refundable deposit is required to schedule the initial appointment. Cancellations/Requests to Reschedule must be done at least 24 hours prior to the appointment. Missed appointments or less than 24 hour notice will result in forfeiture of the deposit as a missed appointment fee.
- **If your missed appointment was for multiple pets, the deposit requirement will be for each pet and becomes applicable after the first late cancellation/no-show.**

Late Arrivals

Your appointment time is reserved for you and your pet. Arriving on time ensures that the technician and the Doctor have time to address your questions and concerns to provide the best care for your pet. Please note that arrivals 10+ minutes after your scheduled time will result in a cancelled appointment and will need to be rescheduled.

We have implemented these policies to respect your time and ours. We appreciate your cooperation and understanding.

Thank you,

Arrow Veterinary Clinic