

## **Appointment Cancellation Policy**

We understand that unplanned issues can come up and you may need to cancel or reschedule an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance.

Our doctors and staff want to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen. If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment. If less than 24 hours notice is given for a cancellation a non-refundable deposit of \$55 will have to be paid in order to schedule any further appointments. This deposit is the cost of the exam and will be credited towards the visit.

Thank you for being a valued member of the Fishtown family and for your understanding and cooperation as we institute this policy. This policy will enable us to open otherwise unused appointments to better serve the needs of all patients.

*Your family at Fishtown Animal Hospital*