

WALKER VALLEY VETERINARY HOSPITAL

NUTRITION & WELLNESS CENTER

3684 ROUTE 52, WALKER VALLEY, N.Y. 12588

(845) 744-8605 www.walkervalleyvet.com

NO-SHOW / CANCELLATION POLICY

Purpose:

To ensure that all our clients have fair access to timely veterinary care, we have implemented a No Show / Cancellation Policy. “No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” to a scheduled appointment, they are preventing access to medical care for another patient who needs it. This policy aims to minimize disruptions in our schedule and to better serve our patients and clients.

Policy Details:

- 1. Definition of a No Show:** A "No Show" appointment is any missed appointment where the client has either:
 - Failed to notify the office of cancellation or rescheduling at least 24 hours in advance.
 - Arrives 15 minutes or more late to their appointment and is consequently unable to be seen.
 - Does not arrive to the appointment.
- 2. Cancellation and Rescheduling:**
 - We require at least 24 hours' notice for appointment cancellations or rescheduling.
 - To cancel or reschedule an appointment, please call or text our office directly at 845-744-8605 or use our online scheduling system if available.
- 3. No Show Fees:**
 - A fee of \$35.00 will be charged for each missed appointment without prior notice.

1. Repeated No Shows:

- Clients with frequent no shows will be subject to additional measures, including but not limited to:
 - Payment of a “No-Show Fee” per abandoned appointment.
 - Pre-payment for future appointments.
 - Referral to another veterinary provider.

2. Consequences of “No-Show” Appointments:

- If you miss 1 appointment without 24 hours’ notice or without any notice, you will be contacted and sent a copy of our no-show policy in writing.
- If you miss 2 appointments without 24 hours’ notice or any notice, your account will be flagged and you will be required to pay a nonrefundable \$35.00 “No-Show” fee before being able to schedule any future appointments for your pets. You will also be required to pay a nonrefundable appointment deposit of \$50.00 to schedule any future appointments with our office. The nonrefundable deposit will then be used towards the cost of your pets next exam. The deposit may remain on your account if you provide more than 24 hours’ notice to reschedule an appointment made with a deposit.
- Failure to show up for an appointment that has been made with a deposit without any notice will result in the deposit being lost completely on the account. At this point, your records will be sent to you via USPS and you will be dismissed from the practice.

3. Exceptions:

- We understand that emergencies and unforeseen circumstances may arise. If you have a genuine reason for missing an appointment, please contact us as soon as possible. We may waive the no-show fee on a case-by-case basis, provided we are informed in a timely manner.

4. Payment of Fees:

- No show fees must be settled before scheduling a new appointment. Fees can be paid via credit card, cash or check.

5. Acknowledgment:

- By scheduling an appointment with us, you agree to comply with this No Show Policy. Our staff is available to answer any questions you may have regarding this policy.

Contact Us:

If you have any questions or need to cancel or reschedule an appointment, please contact us at 845-744-8605 or email us at info@walkervalleyvet.com

By signing below, I agree that I have read and understand the above policy.

Client Signature: _____

Client Name (print): _____

Date: _____