

Westend Veterinary Hospital



Medical Appointment Cancellation/No Show Policy

Sept 20, 2021

Thank you for entrusting your pets medical care with us. When you schedule you appointment with Westend Veterinary Hospital we set aside enough time to provide you with our highest quality care and medicine. Should you need to cancel your appointment please contact our office as soon as possible, and **no later than 24 hours** prior to your scheduled appointment. This gives us time to schedule other patients that have been waiting for an appointment. Please see our appointment cancellation/no show policy below.

- Effective Oct 1st, 2021, any established patient who fails to show or cancels/reschedules their appointment with in at least 24 hours will be considered a no show and will be charged an office visit charge.
- A 3rd no show or cancellation/reschedule with no 24-hour notice will be dismissed from Westend Veterinary Hospital.
- Any New Client who fails to show for their initial appointment will not be rescheduled.
- The fee will be charged to the client not their pet insurance company
- As a courtesy when the time allows us, we will make reminders calls for appointments and if you email in on file you will receive a email confirmation. If you do not receive a reminder, call the about policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience this situation, please contact our office manager who may be able to waive this fee. You can contact us at 519-940-8900 24 hours a day and can leave a message about a cancellation.

Thank you for your understanding