

## **Appointment Cancellation Policy**

We understand that unplanned issues may arise and you may be unable to fulfill a scheduled appointment or surgery. If that happens, we respectfully ask for those appointments and surgeries to be cancelled with a minimum of 24 hours' advance notice.

Dr. Doyens wants to be available for your pets' needs and the needs of all his patients. When a patient does not show for a scheduled appointment or surgery, another patient loses an opportunity to be seen. And although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for no-show appointments/surgeries, and those not cancelled within 24 hours. As of November 15, 2014 there will be a fee of \$45.00 assessed for appointments and \$100 for surgeries not cancelled with 24 hours' notice.

Thank you for being a valued patient 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.

Sincerely,

The Staff of Manatee Veterinary Clinic

I have read and understand Manatee Veterinary Clinic's appointment cancellation policy.

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(Client's Signature)

(Date)