



Woodland Veterinary Center

Appointment Cancellation/ Late & Reschedule Policy

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, it is imperative that you contact our office immediately to notify us of your cancellation in a timely manner. Advance notice allows us to fulfill other patients scheduling needs and keeps the clinic operating efficiently.

This policy is in place out of respect for our staff and our clients.

- We require cancellations/reschedules to be made by 3:00pm on the day prior to your scheduled appointment. As a courtesy to our clients, we try to confirm all appointments. Clients who do not attend a scheduled appointment or do not provide a notice by the cut-off time will be responsible for a \$25.00 service charge. This charge must be paid on or before the next scheduled appointment. If it is your first time cancelling or rescheduling after the required cut-off time or miss an appointment, there will be no charge. Any future last-minute cancellations or missed appointments will be assessed a fee of \$25.00.
- We reserve your appointment time just for you. We do not double-book our patients so that we may provide the best care for all our patients.
- After three missed or cancelled appointments without the appropriate notification, you will be placed as a “work in” basis.
- If you are more than 15 minutes late to your scheduled appointment you will be responsible for a \$10.00 late fee and will be seen as a work in (work in can mean anytime from your original appointment to the time we close).
- If you are more than 20 minutes late to your scheduled appointment you will need to reschedule and will be charged a \$25.00 service charge.

We ask for your consideration and cooperation in scheduling your next appointment. You will never be charged for a cancellation/reschedule if it is made by the cut-off time.