



Your Pet, Our Passion

Cancellation and No-Show Policy

Effective August 16th, 2021

Due to an increase in no show appointments and cancellations hours to minutes before scheduled appointments, Rocky Point Animal Hospital will institute the following policies:

- **All appointments**, no matter the type of appointment (surgical, wellness, sick, lab, or work-in), **require a 24-hour notice of cancellation or to reschedule**. If you do not cancel/reschedule within 24 hours prior to your appointment, you will incur a \$50 late cancellation fee. **Your first incidence of this will be waived as a courtesy.**
- If you **do not show up** for an appointment, no matter the type of appointment, you will incur a **\$75.00 no show fee**. There will not be any courtesy waiving of this fee.

Please know that we do not like doing this. We also do not like confirming appointments the day prior, only to have cancellations or no shows occur. We have numerous urgent care calls every day, especially first thing in the morning. We try our very best to get everyone who needs to be seen in as quickly as possible. When appointments cancel minutes prior or patients do not show up at a scheduled appointment, our team has missed the opportunity to

have a urgent need patient seen quickly. Please be courteous to our team and to our other patients that need to be seen. Thank you for your cooperation and understanding.