

Dear Valued Clients,

With the heightened demand and increased wait times for veterinary services across the entire country over the past 18 months, it has become more challenging for our clients to schedule timely initial consultations. Unfortunately, we have also seen an increase in the number of clients failing to show for scheduled appointments or cancelling the morning of their appointment, despite email, text, and phone call reminders. We have also seen an increase in late arrivals for scheduled appointments. Therefore, we have implemented a new appointment policy. We will email you a copy of the full policy via SignRequest® that you will need to complete prior to scheduling your appointment.

Arizona Veterinary Oncology has implemented a \$75 deposit to secure a new patient appointment. The amount will be credited towards your first visit. If you need to cancel your appointment you must contact us more than **2 Business Days**, during normal office hours, of your scheduled appointment to allow us time to hopefully help another pet in need of an appointment. Your deposit will be refunded if you call and cancel more than 48 hours prior to the scheduled appointment.

You forfeit your deposit if you miss your scheduled appointment time or the appointment is cancelled with less than 2 Business Days' notice.

You will be sent a link in order to securely make the deposit using your credit card. If you plan to use CareCredit®, the deposit will be refunded back to your credit card and full payment of any balance due will be put on your CareCredit® account.

We graciously ask that you please let us know that you won't need your appointment as soon as you possible by calling the clinic during business hours to allow us time to offer that time to another pet in need.

Management has the right to make exceptions to above depending on the circumstances.

Thank you for your understanding.

Appointment Policy

It is the aim of this practice to provide quality patient care and to use clinical time effectively. Cancellations, no- shows, and late arrivals, not only inconvenience the staff but our other owners and can prevent our ability to fill available appointment spots at the last minute. Therefore, we have implemented an appointment policy.

All clients are required to make a \$75 deposit when scheduling a new patient appointment. A link will be emailed to you in order to make the deposit. New appointments will not be scheduled until the deposit is received. The deposit will either be put towards the cost of the appointment (Gilbert location) once you have completed your appointment or will be refunded if you give more than 48 hours (business days) notice.

Please initial that you have read agree to the above. _____

Cancellations/ No-Shows

We reserve your appointment especially for your pet and is no longer available for other pets in need of cancer care. We request that you be courteous and respectful by calling us promptly. If you need to reschedule or cancel your appointment we politely ask for a minimum of 48 hours' notice (business days), so that we can re-allocate the appointment to another pet in need. The deposit will be applied to the new appointment in the event that you need to reschedule.

If you reschedule or cancel your appointment less than the required notice time stated above, then you forfeit the deposit and a new deposit will be required to book a future appointment.

Failure to reply to appointment reminders (text, email, or phone calls) is NOT considered a cancellation and the cancellation policy applies.

Please initial that you have read and agree to the above. _____

Late Arrivals

A grace period of 5 minutes will be permitted for unforeseen delays a client may encounter while traveling to the clinic and a phone call alerting us to the late arrival is required. If a client is more than 5 minutes late to the scheduled appointment time, the appointment may be cancelled and may need to be rescheduled. In the event that the appointment needs to be cancelled or rescheduled due to a late arrival, the deposit is forfeited and a new deposit may be required to reschedule the appointment.

Please initial that you have read agree to the above. _____

Management has the right to make exceptions to above depending on the circumstances.

I have read and agree to the above:

Client:

Signature_____ Date_____

Pet's Name_____

Co-owner (If applicable)

Signature_____ Date_____