



## Cancellation/No-Show and Financial Policies

### Cancellation and No Show Policy

Our primary mission at Metro Animal Hospital is to deliver the best and most comprehensive veterinary care available for your pet. We value your time as our clients. We hope that you will also value the time of our staff and other clients that are waiting to be seen by calling our clinic if there is a reason you are unable to keep your appointment. Cancellations are requested 48 hours prior to appointments. Monday cancellations must be made with our staff Friday prior to the appointment. Voicemails made over the weekend will be considered late. If you fail to come to the appointment, the following policy will be enforced:

- **First No-Show / Late Cancellation;** You will receive a phone call informing you that you missed your scheduled appointment.
- **Second No-Show / Late Cancellation;** You will receive notification that two (2) appointments have now been missed without notifying our clinic within the appropriate time frame. There will be a fee for the missed appointment equal to the appointment amount. Also, client will be required to PREPAY for all future appointments.

If you know you will be late for an appointment, please give our clinic a call to be sure you can still be seen and to check if rescheduling is necessary.

### Financial Policy

An important part of our mission is making the cost of optimal care as easy and manageable as possible offering several payment options.

Payment options include cash, check, CareCredit and credit/debit cards (Visa, Mastercard, Discover or American Express) **Payment is due in full at time of services.**

There is a \$40 fee charge for returned checks.

My signature below verifies that I have read these policies listed and agree to the terms in this document.

Owner/Client Name Signature \_\_\_\_\_ Date: \_\_\_\_\_

Owner/Client (Print) \_\_\_\_\_

Thank you,

The Metro Animal Hospital Team