



Appointment Policies

Our goal is to provide quality individualized medical care in a timely manner. No- Shows, Late-Shows and Cancellations inconvenience owners seeking timely medical attention for their pets. We would like to inform you of our policies regarding missed appointments.

Surgery Appointment Deposits

Due to the high demand of appointments, we are requiring that all clients pay a \$200 deposit for all surgical and sedated procedures.

***This deposit is Non-Refundable if you do not cancel your pet(s) appointment 48 hours OR MORE in advance of scheduled procedure.**

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for your appointment. This time will be reallocated to another pet in need of treatment. If it is necessary to cancel your scheduled appointment, **we require that you call at least 48 hours in advance.**

No Show Policy

A "No Show", is a client who misses their pet's appointment without cancelling it. This includes arriving 15 minutes after your pet's scheduled appointment.

Clients who do not show up to their scheduled appointments without notice will be required to pay a deposit before scheduling another appointment (this applies even if it is your first no show). The deposit would be \$65 for exams and \$25 for a technician appointment. This ensures that we are able to see as many patients as possible and provide care for those that need it.

How to Cancel Your Appointment

To cancel your pet's appointment, please call or text 608-238-3461 as soon as possible. If you do not reach the front desk, you may email the hospital as well to SpringHarborAH@yourvetdoc.com.

Boarding Fee

All in person appointments need to adhere to the following:

Clients are expected to be present in the exam room for the duration of your pet(s) appointment. If, for any reason you leave the premises during the appointment, you will be charged a \$45.00 boarding fee.

Thank you very much for choosing Spring Harbor Animal Hospital to care for your beloved family member.

I certify that I have read this document and agree to all of these policies.

Client Name (print)

Date

Client Name (signature)