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*Serving Animals & Humans in San Diego*

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**Cancellation/Missed Appointment Policy**

A scheduled appointment to which you do not show up to, or do not have your animal present for treatment, is considered a missed appointment.

If you are running late, please contact us to let us know. If you are more than 10 minutes late, it is considered a missed appointment and you will need to reschedule.

A canceled appointment with less than a 12 hour notice is considered a late cancelation. Both missed appointments and late cancelations are bound at some point due to unforeseen circumstances. As a courtesy, you will not be charged for the first occurrence if reasonable cause for no show/missed appointment occurs. Any future occurrence is subject to a full charge per appointment and you will be asked to keep a credit card on file for future policy violations. Please know all late/no show cancellation fees will be donated directly to a local animal rescue.

We reserve the right to dismiss you from care should missed appointments or late cancellations happen multiple times. I understand and agree to the cancellation/missed appointment policy described above.

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Client Name

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Client Signature Date