

Veterinary practices are and have been for some time, fully booked weeks in advance. New pet owners are growing faster than ever before, thanks to unprecedented adoptions during the pandemic.

Unfortunately, this has made flexibility and scheduling timely appointments for clients and patients more challenging. Here at Pet Street Veterinary Center we are currently scheduling out 2-3 months for surgical procedures, 4-5 weeks for wellness visits and sometimes days for sick patients.

Despite text, e-mail and phone reminders, we are still experiencing an all-time high of clients who don't show up for their appointments (no shows) and last-minute cancellations. We understand things happen and that these situations are sometimes out of your control. However, it is important to also understand that every appointment time, whether it be routine, surgical, or unexpected is very valuable.

Every 'no show' and last-minute cancellation takes away from another pet in need that we must refer to an emergency clinic. Therefore, we are enacting the following policy, **effective February 1, 2023.**

New Client Reservation Fee & Reservation fee for existing clients who have had 1 or more missed appointments:

- New clients & Existing clients, that have missed previous appointments, are required to pay a \$62 reservation fee at the time of scheduling their appointment. This reservation fee will be credited towards the invoice at the time of visit.
- If scheduling an appointment for two pets, each pet requires the fee.

When does a client lose their reservation fee:

- Client loses their reservation fee when they fail to cancel and fail to show up for their appointment.
- Reservation fee will be lost if a client cancels/reschedules their appointment less than 24 hours in advance.
- Client loses their reservation fee if they no longer wish to come to our clinic.

If the client reschedules more than 24 hours in advance, the reservation fee can be used at next appointment. The confirmation cycle starts again.

Existing clients that have always cancelled in a timely manner and always showed up for their appointments are not required to pay a reservation fee when scheduling an appointment for their pet(s).

All Surgery Appointments –

- Rescheduling must be done no later than 48 hours in advance.
- No Shows and cancellations made within less than 24 hours will be required to pay a \$200 reservation fee to reschedule the procedure which will be applied to the procedure at the time of service. If this appointment is missed, the reservation fee will not be credited to your account and will be lost.
- New clients are to schedule an appointment to be seen by one of our veterinarians prior to scheduling any surgical procedure. See above 'New Client Deposit for reference.