

## No Show, Cancellation, Late Arrival Policy

We, at Wausau Animal Hospital, understand that sometimes you need to cancel or reschedule your appointment. However, when you do not call in advance to cancel your appointment, you may be preventing another pet from getting much needed treatment.

### You will be documented as a “No Show” appointment if you:

1. Cancel/reschedule with less than 1 FULL business day notice,
2. Fail to show up for your appointment, or
3. Arrive 5 or more minutes late for your appointment.

\*The Following excludes surgical appointments. Surgery “No Show” will have a different Policy which is also listed below. \*

1. First “No Show” appointment in the last 2 years. We will send you a text notifying you of missed appointment and require a \$50 deposit to schedule next appointment. The \$50 deposit will go towards your next appointment bill. If you were to not show up, show up late, or cancel with less than 1 full business day notice you will forfeit the deposit.
2. Second “No Show” appointment in the last 2 years. We will send you a text notifying you of missed appointments and will require a \$50 deposit for ALL future scheduled appointments. The \$50 deposit will go towards your next appointment bill. If you were to not show up, show up late, or cancel with less than 1 full business day notice you will forfeit the deposit.
3. Third “No Show” appointment in the last 2 years. The deposit will be forfeited. No text notification, a letter will be sent stating any additional “No show” will result in loss of service. We will continue requiring a \$50 deposit for ALL future scheduled appointments. The \$50 deposit will go towards your next appointment unless you were to not show up, show up late, or cancel with less than 1 full business day notice you will forfeit the deposit.
4. Fourth “No Show” appointment in the last 2 years will result in loss of service.

### Surgeries:

At this time, we do not require a deposit to schedule a surgery (subject to change) You will be documented as a Surgery “No Show” if you do not show up, show up late or cancel/reschedule with less than 3 full business day notice-then a deposit will be required to reschedule.

If you “No Show” we will require a deposit of the low end of the estimate to reschedule. That deposit will be applied to your surgery unless you are to not show up, show up late or cancel/reschedule with less than 3 full business day notice-then your deposit will be forfeited.

If you ‘No show’ a third time, this could result in loss of service.

***\*If you are stuck behind the train in front of our clinic, please call us from your vehicle PRIOR to appointment start time\****