



MISSED APPOINTMENT POLICY

At Hancock Park Veterinary Clinic, your scheduled appointment time is reserved just for you and your pet. We try not to overbook appointment times in order to provide excellent veterinary care and to be sure we have sufficient time to adequately examine your pet and to discuss your pet's condition and treatment options in detail with you.

We will make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments, arriving on time, and notifying us a minimum of twenty-four (24) hours in advance if you are unable to do so. When we receive advanced notice of cancellation, our day runs more efficiently and more importantly we are able to see other patients who need care. Failure to comply with this policy will necessitate the assessment of the following fees:

- **1st missed appointment**

Our staff will call to ensure the wellbeing of you and your pet in addition to rescheduling your exam.

- **2nd Missed Appointment – *Fee required, varies***

A missed appointment fee will need to be paid prior to receiving any new services, prescriptions, or food. Additionally, all future exams will require pre-payment in order to secure the desired time.

- \$60.00 fee → DVM missed appointment
- \$25.00 fee → Technician missed appointment
- \$50.00 fee → Non-anesthetic dental missed appointment (deposit lost)

- **Missed Surgery Appointment – *Fee required***

A missed surgery will automatically result in a \$100 fee being charged without prior contact or notification in order to prevent future reoccurrence(s).

Please sign below that you have read and understand this policy:

Sign: _____

Date: _____