

Aberdeen Veterinary Clinic

Cancellation Policy

Your pet's health care needs are very important to us, as are your appointments. Your pet's appointment is reserved for you and your pets with you both of you in mind! While we understand schedule adjustments may be necessary from time to time, we respectfully request at least **24-hour notice for all appointment and surgery cancellations** that need to be made.

Because of the high demand for appointments during the COVID-19 outbreak, and limited appointment and surgery times available, we ask that you respect our cancellation policy.

Please review our following cancellation policy and keep it in mind when requesting a cancellation of service:

- **Less than 24-hour notice for appointments** will result in a charge equal to **75%** of the reserved service price.
- **Less than 24-hour notice for surgery** will result in a charge equal to **100%** of the reserved service price.
- **"No Show" appointments** will be charged **100%** of reserved service price.
- For **appointments made within 24-hours** that need to be cancelled, the appointment must be **cancelled within 4-hours** of appointment time or it will result in a charge equal to **50%** of the reserved service price.

We want you to know our cancellation policy it out of respect of all our clients and our service providers. We thank you for your cooperation, and we look forward to continuing our service with you this year.

Dr. Heidi Fritz and the staff of Aberdeen Veterinary Clinic

I have read and understand Aberdeen Veterinary Clinic's Cancellation Policy

Print _____ Signature _____

Date _____