

Dear Clients,

We have been trying our hardest to keep up with the increased demand for our veterinary and grooming services. We book 30-minute appointments for your pet's medical needs.

We provide phone call and/or e-mail appointment reminders the night before your scheduled appointment. So please specify which way you would like to be contacted and ensure that your contact information is up-to-date.

If you want **to cancel** your appointment or if you are **not able to show** for your appointment for any reason, you can reschedule **at least 24 hours in advance** by calling [905-856-6770](tel:905-856-6770), e-mailing us at marketlaneanimalhospital@gmail.com, or by using our online appointment system at www.marketlanevet.com. No fees and no questions asked. For **surgery appointments** we need 1 week cancellation notice.

Unfortunately, the number of no-shows has increased and that meant that other clients and their pet(s) had to be turned away for care because we were not aware that clients would just not show up for their scheduled appointments. This is completely unacceptable as we do not want to turn sick patients away. You would not want this to happen to your own pet in time of need.

As of November 28, 2022 we will charge clients a no-show fee in the amount of \$25.00. For **rescheduled surgeries** you will be asked to pay a 50% deposit before the surgical procedure.

We will no longer provide **any** future veterinary service to clients who repeatedly do not show up for their appointments or do not pay the fee/deposit. They will receive the records for all their pets via e-mail and we will advise them to find another veterinary provider.

It is very unfortunate that we have to take this step.

We will remind you of the new policy whenever an appointment is made.

Thank you for understanding.

Sincerely,

Market Lane Animal Hospital Staff