

We here at Sanatoga Animal Hospital are strongly committed to seeing and caring for as many patients in a day as possible. When one client abruptly cancels an appointment, another patient cannot be seen in the missed appointment time. However, if given proper notice, we can fill that appointment slot in order to see another patient in need. Please call us as soon as possible when you cannot make it to your appointment and please reschedule with us. We would be happy to help you. Please be advised that clients must notify our staff two business days in advance in order to cancel an appointment in order to avoid being charged. All missed appointment fees will be at the discretion of staff members of Sanatoga Animal Hospital.

**Effective January 16, 2020**

- First missed appointment without notification two business days prior will result in a \$30 fee, due before next appointment.
- Second missed appointment without notification two business days prior will result in a \$50 fee, due before next appointment.
- Third missed appointment without notification two business days prior will result in a potential discharge from Sanatoga Animal Hospital.
- Appointments for procedures under sedation require a notice of three business days to cancel.

Please sign below to indicate that you have read and understood the above statement and that you agree to the terms of our scheduling policy.

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Signature and date

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Printed name