Cudahy Veterinary Clinic

6242 S. Packard Ave

Cudahy, WI 53110

414-762-5650

 **“No-Show/Late Arrival” Policy**

Although we regret the need to implement such a policy, the preponderance of clients failing to show for scheduled appointments or arriving late for their appointment has been overwhelming. Some clients in need of appointments are waiting several weeks to be seen and it is unfair to them if you schedule an appointment and then fail to keep it without prior notice to the clinic.

Therefore, effective immediately, we respectfully reserve the right to bill for any missed appointments. **A late arrival will be treated the same as a missed appointment.** The fees will be dependent upon the services scheduled for that appointment and will be billed accordingly. Fees may be assessed for any cancellation that does not allow at least 24 hours’ notice. To cancel a Monday appointment, please contact us by 11:00am on Saturday. This will allow us to fill that appointment with another pet in need of care.

Additionally, clients who repeatedly miss, arrive late or provide short notice for cancellations (less than 24 hours or by 11:00am on Saturday for Monday appointments) will be required to pay a NON-REFUNDABLE deposit for all future appointments prior to being able to schedule an appointment.

We value your understanding of the need for this policy. Cudahy Veterinary Clinic is committed to providing exceptional care for your pet and we sincerely appreciate the opportunity to do so!

Respectfully,

Cudahy Veterinary Clinic

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Sign Date