



Wilson Veterinary Hospital Reproduction Department

Late Policy

We understand that things occasionally happen that may impact your ability to keep your scheduled appointment. To respect our clients' and team members' valuable time, we have implemented the following policies:

There is a 10 minute grace period for checking in for an appointment. Any client/patient who checks in after that time is considered a **late arrival**. If this occurs, your appointment will be rescheduled based on availability. If the schedule allows, you may be given the option to receive service with the addition of a late fee. Availability of rescheduled or delayed services will vary from day to day due to the nature of reproductive medicine.

If the need to reschedule or cancel an appointment arises, please contact our team directly with 24 hour notice. Any notice given less than 24 hours prior to the appointment time will be considered a **same-day cancellation**.

Any client/patient who fails to arrive for a scheduled appointment and does not contact our team directly will be considered a **no-show**.

In the event a client/patient has incurred two (2) documented late arrivals, same-day cancellations and/or no-shows, the client/patient may be required to pre-pay for services at time of scheduling, or may be dismissed from Wilson Veterinary Hospital. **Pre-payments are non-refundable**. Dismissals are determined by a doctor or management only, no exceptions, in accordance with our office guidelines.

We do understand there are circumstances out of your control; please communicate this with us. Call us to cancel if something comes up or if traffic is not going in your favor and you are running late, etc. The influx of need for veterinary care has increased substantially since 2020 and we may have clients waiting to get in with their pets.