

Yokosuka VTF

No Show and Late Arrival Policy

In an effort maximize the time veterinarians and technicians spend with your pet(s) and minimize your wait time, we must abide by the following late or no show policy. Missed appointments that are not cancelled in advance interfere with our clinic's ability to accommodate as many pet appointments as possible. An appointment that is missed is an appointment that could not be offered to another family's pet. Late arrivals delay care for all of the patients with appointments later that day. Our no show and late arrival policy works to maintain our ability to serve our community here in Yokosuka. The policy applies to a client's account as a whole, not to individually registered pets.

No Show Policy:

Any client who does not show for an appointment or cancel prior to 24 business hours in advance of their appointment will have a no show added to their account. The client will be notified in person, by phone, or by email. After two no shows, the client's privilege of making appointments will be suspended until notification in writing is made by the sponsor's command stating that there will not be any further no shows. A third no show results in privileges being revoked for 12 months.

Late Arrival Policy:

Clients who arrive 10 or more minutes late (regardless of if they call and inform us they will be late) will be marked as a no show and be asked to reschedule.

Sick-call/Surgical No Show Policy:

We are very limited with our sick call and surgical availability. Due to the time reserved for these appointments and the impact of missing these appointments, the client will be given two no shows for sick call appointments and lose surgical privileges for 12 months for a surgical no-show.

By signing below, I indicate that I have read and understand the policies above.

Client's name

Signature

Date