

Purrfurred Pets Veterinary Clinic
15601 W. Bell Rd., Ste 204
Surprise AZ 85374

1 June, 2022

Our No-Show/Missed Appointment Policy

To our valued customers,

We recently implemented a no-show /missed appointment policy. A \$25 charge will be made for clients who do not show up for a scheduled appointment without the proper cancellation notice, which is 24 hours prior to your appointment.

In making this decision, we realize clients would not be agreeable to this fee. However, we felt that if we explained the reason for the policy, clients would have a greater appreciation for our decision.

There's a National shortage of Veterinarians which is forcing some clinics to delay appointment requests up to four weeks. We are doing our best to keep up with demand and we are currently only one week to ten days out for medical appointments. Unfortunately, our surgery appointments are two to three weeks out.

With veterinary services in high demand, we must ensure every appointment made is kept. An appointment made and not kept could have been filled by another client's pet that needed veterinary care.

When we make an appointment, my staff and I are eagerly waiting for your pet's arrival to provide the best veterinary care possible.

The \$25 fee will not cover the cost of the missed appointment but will help slightly offset the loss. We are fully aware that some clients may not agree with the policy, and some may even choose to terminate their relationship with us. We just ask that you understand and respect our policy which is in place to ensure we meet the needs of all of our wonderful clients.

Sincerely,

Dr. Ann