

## CANCELLATION POLICY - ALL CREATURES BEHAVIOR COUNSELING

### Deposit

A non-refundable deposit (reservation fee) in the amount of \$150 is required to schedule an appointment for a new patient. This is payable by credit card over the phone (or by check if CC is not possible; check must be received within 5 business days or the appointment will be released to another patient). This payment will be applied to the cost of your pet's appointment when the consultation is completed (see "cancellation policy" information below for additional information).

### Cancellation policy

We understand that circumstances may change suddenly or unexpectedly, leaving you in a position in which you are unable to keep your pet's scheduled appointment. For this reason, our policy includes a 48 hours' notice reschedule policy. For new patient assessments for which a non-refundable reservation fee was collected:

- If a scheduled appointment is cancelled for any reason (i.e. not rescheduled to another time), the reservation fee is forfeited. No-shows will also result in forfeiture of the reservation fee. Scheduling an appointment confirms that you understand and agree to these terms.
- If an appointment is rescheduled less than 48 hours in advance of your pet's scheduled appointment time, the reservation fee will be forfeited and no refund will be given.

All new clients are informed of our cancellation policy verbally and provided with this written information by whichever means the client chooses (mailing address, email address, or fax number provided by client). Clients are responsible for contacting us when there has been a failure of email or mail and paperwork was not received. Scheduling an appointment with All Creatures Behavior Counseling denotes acceptance of this policy.

Existing clients who do not provide at least 48 hours' notice for cancellations or reschedules for recheck and follow-up appointments will incur a \$75.00 no-show fee on their account. Existing clients who do not show up for their recheck or follow-up appointments will also incur a \$75.00 no-show fee on their account.

### Please note the following:

We do not schedule multiple appointments during an appointment time (double and triple-booking appointments helps doctors' offices compensate for clients who fail to show or cancel late, but also results in long wait times for clients who do keep their appointments). Some pet owners wait over a month for an appointment with us, and late cancellations interfere with our ability to offer appointments to other pet owners who need our help. When faced with greater than a month waiting period for an appointment, some pet owners will elect to rehome or euthanize their pets. Please free up your appointment time as soon as you know you will not need it and help us help others. We block out a substantial amount of time for each appointment.

We want to provide you with excellent service, individual attention, and assistance. We cannot do that without this cancellation policy in place. We hope you understand the need for this policy and that you will help us by notifying us well in advance if you are having any scheduling difficulties. Thank you for your understanding and cooperation in this matter. We look forward to working with you.

*I hereby confirm that I am at least 18 years of age, I am the legal owner of my pet(s), and that I have read and agree to the above cancellation policy for All Creatures Behavior Counseling. I understand that my \$150.00 deposit is non-refundable.*

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client Printed Name: \_\_\_\_\_