



24-Hour Cancellation Policy

Effective Date: 9/11/2024

To ensure we can provide the best service to all our clients, we require 24-hour notice for any cancellations or rescheduling of appointments.

Cancellation Notice:

- Cancellations or rescheduling must be made at least 24 hours before the scheduled appointment or reservation time.
- To cancel or reschedule, please contact us via phone, email, or our app at least 24 hours in advance.

Late Cancellations and No-Shows:

- Cancellations made less than 24 hours before the appointment time or no-shows will incur a \$50 cancellation fee. All surgeries or ultrasounds will incur a \$150 cancellation fee.
- The fee will be waived due to an emergency and or the appointment was rescheduled. If the second appointment is cancelled less than 24 hours before the appointment, the cancellation fee will then be charged.

Refunds and Credits:

- Any prepaid amounts will be forfeited if the cancellation policy is not adhered to, and no refunds will be issued for late cancellations or no-shows.

We appreciate your understanding and cooperation in helping us manage our schedule and provide the best possible service.

We are growing rapidly, and every appointment slot matters to ensure we can see all of our patients to avoid having to refer to emergency rooms or immediate cares.

For any questions or to cancel/reschedule an appointment, please contact us at 847-223-5593.

Thank you for choosing Village Veterinary Clinic.

I acknowledge the above policy,

Sign here X _____

Date _____

