



## SF SPCA Behavior Specialty Service 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 72 hours' notice reschedule/cancellation policy.

### Deposit

A non-refundable deposit (reservation fee) in the amount of \$250 is required to schedule an appointment for new patients. This is payable by credit card over the phone (or by check if CC not possible; check must be received within 5 business days or the appointment will be released to another patient). This deposit will be applied to the cost of your pet's appointment when the consultation is complete.

For new patient assessments for which a non-refundable deposit was collected:

- **If a scheduled appointment is cancelled for any reason within the 72 hours prior to appointment, the reservation fee is forfeited. No-shows will also result in forfeiture of the reservation fee.**
- **If an appointment is rescheduled less than 72 hours in advance of your pet's scheduled appointment time, the reservation fee will be forfeited and no refund will be given.**
- **Cancelled appointments prior to the 72 hour window need to be rescheduled within 6 months to retain the deposit**

Existing clients who do not provide at least 72 hours' notice for cancellations or reschedules, or do not show up for re-evaluation and any follow-up appointments will incur a \$100.00 no-show fee on their account

All clients are informed of our cancellation policy verbally and provided with this written information by whichever means the client chooses (mailing address, email, or fax provided by the 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 the SF SPCA Behavior Specialty Service denotes acceptance of this policy.

Please note the following: We do not schedule multiple appointments during an appointment time (double booking appointments helps doctor's 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 re-home 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 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 manner. 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 the SF SPCA Behavior Specialty Service. I understand that I may be charged a \$250 cancellation fee if I fail to abide by the above cancellation policy.*

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

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

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