



Missed Appointment/Cancellation Policy

Our goal is to provide quality individualized medical care in a timely manner. No shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed and cancelled appointments.

A missed appointment is when you fail to show up for an appointment without a phone call or cancel without at least 24 hours notice.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointment and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide reminder texts before your appointment. However, you are responsible to remember your appointment regardless. Below, our missed appointment policies are outlined:

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to a pet in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Your early cancellation will allow another patient access to timely veterinary care.

How to Cancel Your Appointment: To cancel your appointment, please call 303-494-0840. If you do not reach the receptionist, you may leave a detailed message on our voice mail. We will return your call promptly.

Late Cancellations: A cancellation is considered to be late when the appointment is cancelled without a 24 hour advance notice.

Appointment No Show Policy: A "no-show" is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". This includes arriving 15 minutes after your scheduled appointment.

The first time there is a "no-show" or late cancellation there will be no charge to the client. A 2nd occurrence will result in you being charged the cost of an office call (\$ 65.00). The 3rd occurrence will result in you being charged the cost of an office call (\$ 65.00 and the client may be discharged from the practice).

Dental Special Appointment Late Cancellation/No Show Policy: Clients who cancel without 24 hours notice or fail to show up for their scheduled "Dental Special" appointment will forfeit their discount and must reschedule outside of the dental special month (February, June and October).

Surgery Appointment No Show Policy: A surgery "no-show" is a client who missed a surgery appointment without providing 24 hours notice of cancellation. If missed, a 50% deposit is required to reschedule the appointment.