



Oakhurst Veterinary Hospital  
40717 Winding Way  
Oakhurst CA, 93644  
559-777-6777

**Dear Valued Client,**

We strive to maintain an efficient schedule that enables us to help as many pets as possible while honoring the time of our team, doctor, and clients. In order for us to do this, we maintain strategic scheduling requirements. We have had an increased number of clients scheduling appointments and then simply not showing up. Sadly, this happens after we have had to send numerous clients to Fresno or other hospitals for services. For that reason, please review our policy below.

## **CONFIRMATION AND CANCELLATION POLICIES**

### **24 BUSINESS HOUR CANCELLATION POLICY**

We understand that life happens. We have a 24-business-hour cancellation policy for scheduled appointments and procedures. Please let us know as soon as possible if you need to cancel or reschedule so that we can accommodate other pet owners waiting for earlier appointments. To cancel, contact us at 559-777-6777 or [ovhreception@gmail.com](mailto:ovhreception@gmail.com)

### **“No Shows” & Same Day Cancellations**

If you miss your appointment without contacting us directly, this is considered a “no show”. If you cancel on the same day as your appointment, this is called a “same-day cancellation”. A missed appointment presents concerns for both you and our team. For you, it can mean delayed care and treatment that is recommended for your pet. For our practice, it prevents us from seeing another patient that is in need of specialized care and treatment. Appointments resulting in no-shows or a same day cancellations, may incur a fee or require pre-payment at the time of your next booking. We greatly appreciate your understanding, and your communication helps us ensure we can assist another pet that is in need of care. Multiple no shows and same day cancellations may result in dismissal from our practice.

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