

Dear Valued Clients,

At **Nachbar Veterinary Hospital**, our goal is to provide timely, high-quality medical care to every patient. To respect the time of our doctors, staff, and fellow clients, we have updated our Appointment & Scheduling Policies for 2026.

We appreciate your understanding and cooperation as we continue striving to serve you and your pets efficiently and compassionately.

NEW PATIENT/CLIENT APPOINTMENT POLICY

To reserve your first appointment, **new clients are required to prepay the cost of the initial examination at the time of booking.**

- The prepaid examination fee will be applied toward your pet's services on the day of the visit. If you have booked online we will call to take your deposit. **If no deposit is received 7 business days prior, your appointment will be canceled.**
- If the appointment is canceled or rescheduled with **at least 48 hours' notice**, the prepaid fee may be transferred to a future appointment.
- If the appointment is canceled with **less than 48 hours' notice**, or in the event of a no-show, the prepaid examination fee is **non-refundable and non-transferable**.

This policy allows us to protect appointment time reserved specifically for new patients and ensures availability for those needing care.

MISSED APPOINTMENT / NO-SHOW POLICY

When appointments are missed without notice, it prevents us from offering that time to another patient in need of care.

- Each client is allowed **one (1) missed appointment per calendar year** without penalty.
- After one missed appointment within a calendar year, a **no-show fee equal to the cost of the scheduled examination** may be charged before future appointments can be booked.
- Repeated missed appointments may require **prepayment for future visits**.
- Unpaid no-show balances may be subject to **additional collection costs**.

We understand that emergencies happen. Please contact us as soon as possible if you cannot attend your scheduled appointment.

CANCELLATION POLICY

We require **at least 24 hours' notice** for cancellation or rescheduling of established client appointments.

- Cancellations made with less than 24 hours' notice may be subject to a cancellation fee.
- Repeated late cancellations may result in required prepayment for future appointments.

Providing adequate notice allows us to offer that time to another pet in need.

LATE ARRIVAL POLICY

We understand that unexpected delays occur. However, arriving late impacts other scheduled appointments and patient care.

- Clients arriving **more than 10 minutes late** may have their appointment converted to a work-in appointment or rescheduled, depending on the day's schedule.
- Clients arriving **20 minutes or more late** may be required to reschedule at the doctor's discretion.
- A late fee may be applied when arrival significantly disrupts scheduled patient flow.

Our medical team carefully schedules appointments to provide each patient with appropriate time and attention. Arriving on time ensures we can deliver the highest quality care.

We value your trust and appreciate your partnership in keeping our schedule running smoothly. If you have any questions about these policies, please contact our reception team.

Thank you for choosing Nachbar Veterinary Hospital to care for your pet.

Sincerely,
Nachbar Veterinary Hospital 