Monticello Animal Hospital “No Show” policy:

**Missed Appointment Policy:**

1. **Appointment Confirmation:** We kindly request that clients call our clinic at least 24 hours in advance if they need to cancel or reschedule an appointment. This allows us to accommodate other clients in need of veterinary services.
2. **First Missed Appointment:** If a client misses a scheduled appointment without prior notice, we understand that unforeseen circumstances may arise. We will provide a gentle reminder and encourage communication to ensure the best care for your pet.
3. **Second Missed Appointment:** In the event of a second missed appointment without prior notice, we will ensure a recorded conversation is had with the client as a reminder of our policy, emphasizing the importance of timely cancellations or rescheduling and the fee for not cancelling the appointment in a timely manner.
4. **Third Missed Appointment:** After a third missed appointment without prior notice, a fee of $50.00 per scheduled visit will be applied to your account. This fee is intended to cover the costs associated with missed appointments and to help us maintain the highest standard of care for all our clients.

We understand that circumstances may arise, and exceptions can be made in certain situations. Please feel free to communicate with us if you encounter challenges in adhering to this policy.