

APPOINTMENT POLICIES

LATE ARRIVALS

At Hackham Veterinary Centre we understand that your time is valuable. All of our veterinarians do their best to run on time and your punctual attendance will assist this. Late arriving appointments may be asked to reschedule if the veterinarian's schedule can not accommodate you.

We encourage all new clients to arrive at least 5 minutes early for scheduled appointments as we do have administrative paperwork that will need to be completed.

NO SHOWS & LATE CANCELLATIONS

When you schedule to book an appointment and fail to show or call and notify us of your inability to keep this appointment time, it impacts our ability to service clients who are in need of urgent veterinary care.

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment you provide at least 24 hours notice.

No shows or cancellations with less than 24 hours notice may incur a cancellation fee of \$50 that will require payment prior to future appointments being booked. Continual abuse of this policy will require payment up front for future appointments.

CANCELLING YOUR APPOINTMENT

If it is necessary to cancel your scheduled appointment please contact the clinic on 8326 5252. If it is after hours please leave a message on our voicemail service.

Note: Due to the number of appointment slots that need to be booked for litters, litters with over four puppies or kittens are required to pay a \$100 deposit to secure an extended appointment time (determined by the total number of animals to be seen).

WE DO NOT PROVIDE ACCOUNTS

FULL PAYMENT IS REQUIRED AFTER CONSULTATION OR SURGERY

We thank you in advance for abiding by these policies and helping us keep our clients, staff and patients on schedule.