



Thank you for entrusting your companion's care to Companion Animal Veterinary Associates (CAVA). When you schedule an appointment with CAVA we set aside sufficient time to provide the highest quality care for your pet. We understand that there are times when unforeseen circumstances or emergencies arise that result in not being able to make a scheduled appointment. However, when a client repeatedly shows up late, cancels without providing 24hrs notice, or does not show up for scheduled appointments, clinic flow is disrupted in a way that has negative implications for other clients, providers and staff. Please review our appointment cancellation/no show policy below:

- Clients are expected to arrive for an appointment at the scheduled arrival time or to notify the office at least 24hrs in advance of a scheduled appointment if the appointment cannot be kept.
- Any established client who fails to show for their scheduled appointment or cancels their appointment and has not contacted our office with at least 24hrs notice will be considered a no-show and charged \$25. This fee must be paid prior to future appointments being scheduled.
- Arriving more than 10 minutes after your scheduled appointment time may result in the appointment being rescheduled for another day. This applies to both well patient and sick patient visits.
- Clients who do not show up, show up late, or cancel within 24 hrs of a scheduled appointment three times within a 12 month period may be dismissed from care by the office.
- Any new client who fails to show up for their initial visit will not be invited to reschedule their appointment.

You can contact Companion Animal Veterinary Associates via phone at (302)464-1255, email [staff@CAVAvet.com](mailto:staff@CAVAvet.com) or on the PetPro application should you need to confirm or modify your scheduled appointment.

I have read and understand the appointment cancellation/no show policy and agree to its terms:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_