



Marshall Veterinary Clinic

No-Show & Late Cancellation Policy

*In 2023, due to the extremely high volume of no-shows and last-minute appointment cancellations, Marshall Veterinary Clinic instituted the following **No-Show Policy**. This policy remains in effect today.*

A client who no-shows for their pet's/pets' appointment or gives less than a 24-hour notice of to request the cancellation or rescheduling of their existing pet's/pets' appointment, will incur the following fees:

- An appointment for 1 pet-\$50.00
- An appointment for 2 pets-\$100.00
- An appointment for 3 pets -\$150.00
- An appointment for 4 pets -\$200.00

Additionally, due to the high demand for surgery at Marshall Veterinary Clinic, once you have scheduled your pet's procedure, a 48-hour notice is required to cancel or reschedule. If you cancel or reschedule your pet's procedure less than 48 hours before its scheduled date, a cancellation fee will be charged to your account. A cancellation fee of \$100.00 will be charged if your pet's procedural estimate is less than \$500.00. A cancellation fee of \$200.00 will be charged to your account if your pet's procedural estimate is over \$500.00

Please be respectful and courteous to our business and especially those patrons who have pets in need that we are unable to accommodate due to scheduling limitations. The vast majority of the time, a no-show or the late cancellation of an existing appointment or surgery goes to waste.

Thank you for your cooperation and understanding.