



Pet Hospital of Peñasquitos

Reservation Fee, No Show and Late Arrival Policy

Reservation Fee: Along with the heightened demand and increased wait times for veterinary services in the past few years, we have unfortunately seen an increase in the number of clients failing to show for scheduled appointments. As a result, the Pet Hospital of Peñasquitos has implemented a reservation fee to secure an appointment for new clients. The reservation fee covers the cost of the exam and will be fully credited towards the first visit. If the appointment is canceled or rescheduled at least 24 hours prior to the scheduled appointment, we will happily refund the reservation fee.

- Reservation fees will be collected over the phone or via a text payment link at the time of scheduling-no card info is kept on file unless requested by the client.

No Show Policy: If an established client repeatedly misses a scheduled appointment without calling to cancel or reschedule, we reserve the right to require a reservation fee for future appointments.

Late Arrival Policy: We make every effort to be on time for all our appointments- when even one patient arrives late, it can throw off the entire schedule for that day. Trying to rush or “squeeze in” an appointment shortchanges the patients and contributes to decreased quality of care. Therefore, a client that arrives 15 minutes or more late to their scheduled appointment may be asked to reschedule. If a client does not want to reschedule, we reserve the right to charge a late fee.

We apologize for any inconvenience this might cause. We appreciate your patience, understanding and support. Thank you for entrusting your pet’s healthcare to our veterinarians and staff.