



Reservation Fee, No-Show, Late Arrival & Appointment Policy

At the Pet Hospital of Peñasquitos, we're committed to providing timely, compassionate, and high-quality care to every patient. To help us serve our community efficiently and reduce missed appointments, we've implemented the following policies:

Reservation Fee Policy:

To secure appointment times and ensure fairness for all clients, reservation fees are required in the following cases:

- **New Clients:** A reservation fee equal to the cost of the exam is required to book your first visit.
- **Surgical & Dental Procedures:** All surgical and dental appointments require a reservation fee of \$125 at the time of booking.
- **Repeat Rescheduling:** We allow one cancellation or reschedule of any appointment without a reservation fee. If the same appointment is canceled or rescheduled a second time, a reservation fee equal to the cost of the exam will be required to rebook.
- **Follow-Up & Recheck Exams:** These must be prepaid at the time of the original procedure or exam.

All reservation fees are fully credited toward your scheduled appointment, procedure, or recheck exam.

Reservation fees are collected via phone or secure text payment link. We do not store card information unless requested by the client.

Refund Policy:

If you cancel or reschedule with at least 24 hours' notice, your reservation fee is fully refundable. If cancellation or rescheduling occurs within 24 hours, the reservation fee is non-refundable.

No-Show Policy:

Clients who miss one or more scheduled appointments within a six-month period without providing advance notice may be required to pay a reservation fee for future bookings. The Pet Hospital of Peñasquitos reserves the right to enforce this policy to promote responsible scheduling and ensure availability for all patients.

Late Arrival Policy:

To ensure timely care and minimize disruptions to our schedule, clients who arrive 15 minutes or more past their scheduled appointment time may be asked to reschedule. If the client elects not to reschedule and the appointment proceeds, a late fee of \$30 will be applied. This policy supports equitable access to care and helps maintain the quality of service for all patients.

We understand that life happens, and we aim to be flexible while maintaining fairness for all our clients and patients. Thank you for your understanding, and for trusting our team with your pet's health and well-being.