



Failing to attend booked appointments

There are many genuine reasons that you may not be able to attend the appointment you booked, however by letting us know as soon as possible you give us the opportunity to use that appointment for someone else's sick pet.

Missing an appointment could mean your pet misses important treatment and could mean other animals waiting longer to be seen.

As we have a duty of care to both you and our other clients, our policy on non-attendance of appointments is as follows:

- Please contact us as soon as possible if you are unable to attend by phoning 0131 650 7650.
 - If you fail to show up for your appointment without cancelling a minimum of 24 hrs prior to your appointment we will contact you to find out what happened and to remind you of our policy.
 - If you fail to attend for a second time without informing us, we will charge you 50% of the consultation fee.
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