

JSAC No-Show and Cancellation Policy

We at Jackson Square Animal Clinic understand that life gets busy, and sometimes you need to cancel or reschedule your appointment. However, when you do not call in advance to cancel your appointment, you are potentially preventing another pet from receiving veterinary care. It is your responsibility to arrive at your scheduled appointment time, or provide at least 24 hours' notice of cancellation:

Phone or after-hours voicemail: (865) 483-5994

Email: jacksonsquareanimalclinic@yahoo.com

Text: (865) 484-3442.

We will contact you as soon as possible.

Late Cancellations: A cancellation is considered late when the appointment is cancelled without at least a 24-hour notice.

Appointment No-Show Policy: An appointment will be documented as a no-show when a client misses the appointment without cancelling it.

After your first no-show or late cancelled appointment, you will be required to prepay for your exam the next time you schedule with us. The charge will be applied to your account and will act as a deposit for your exam. **If you no-show or late cancel for that appointment, you will forfeit the exam fee.**

Surgery No-Show Policy: If you are needing to cancel a surgical or anesthetic procedure, **you must cancel by 12:00pm the day before.**

All anesthetic procedures will require a **\$150 deposit** prior to scheduling.

If you arrive to your surgical procedure as scheduled, your deposit will be deducted from your final total upon check-out, otherwise, it is non-refundable if you no-show your appointment.

Late arrival: Please call to notify us of your situation.

0-10 minutes late - We will accommodate

10-20 minutes late - We will ask the Doctor if they can accommodate you, but there is no guarantee and you may need to wait or drop off

After 20 minutes - your appointment is considered a no-show and you will be asked to reschedule and forfeit your deposit

Thank you for your cooperation and understanding!