

Cancellation & No-Show Policy

Loving Care Animal Clinic

7147 W 48th Street, Fremont, MI 49412 • (231) 335-1911 • M–F 8:00am–6:00pm

Effective: March 2026

At Loving Care Animal Clinic, your appointment time is reserved specifically for you and your pet. We have implemented the following policy so that we can continue to provide timely, quality care to every family we serve.

We understand that life is unpredictable, and we hold no hard feelings when things come up. This policy exists to respect the time of our team, our clients, and the pets who are waiting to be seen. A quick phone call is all it takes—and we truly appreciate your help in keeping our schedule running smoothly for everyone.

Appointment Cancellations — 1 Business Day Notice

If you need to cancel or reschedule, we ask that you notify us at least **1 business day in advance** of your scheduled appointment. Business days are Monday through Friday, during our regular hours of operation.

For example, if your appointment is on a Monday, we would need to hear from you no later than the preceding Friday. You may call us during business hours or leave a voicemail at any time.

No-Shows & Late Cancellations

A **no-show** occurs when a client does not arrive for their scheduled appointment without any prior notice. A **late cancellation** is any cancellation received less than 1 business day before the appointment.

In the event of a no-show or late cancellation, the following will apply:

- A note will be placed in your pet's file, and a copy of this policy will be emailed or mailed to you.
- An **Exam Prepayment** will be required to schedule future appointments. This prepayment goes directly toward the cost of your exam—it is not an additional fee.

Exam Prepayments

The Exam Prepayment secures your appointment and goes directly toward the cost of your visit—it is not an additional fee. The prepayment amount is based on the type of visit being scheduled:

Appointment Type	Prepayment
Wellness Exam	\$60.00
Medical / Sick Exam	\$75.00

Appointment Type	Prepayment
Technician Exam	\$25.00
Surgical Procedure	50% of the low end of the procedure estimate

If your appointment is for multiple pets, the prepayment applies **per pet**.

How it works: When you arrive for your appointment, your Exam Prepayment is applied in full toward your visit balance. You simply pay the remainder of your bill at checkout, as usual. It is not an additional charge—it is part of your bill, paid in advance.

If the appointment is cancelled outside of this policy (less than 1 business day notice, or a no-show), the Exam Prepayment is non-refundable and the credit will be removed from your account. A new prepayment will be required to schedule your next appointment.

If the appointment is cancelled within policy (1 or more business days in advance), the prepayment will be refunded or the credit will remain on your account for a future visit.

Late Arrivals

Arriving on time ensures that our doctors and nurses have the time they need to give your pet their full attention and address all of your questions and concerns. We understand that traffic, weather, and life in general can make that difficult sometimes—if you are running late, please give us a call and we will do our best to accommodate you. That said, **arrivals more than 10 minutes past your scheduled time may need to be rescheduled** depending on the day's schedule and availability. If a late arrival results in a rescheduled appointment, the Exam Prepayment policy described above will apply.

Thank you for your understanding and cooperation.

— *Loving Care Animal Clinic*

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