

Appointment Booking Policy for New Clients effective April 5, 2021

In recent years, new clients have been booking our valuable appointment slots, then do not show up to the appointment without so much as the courtesy of a phone call to cancel ahead of time. We want to continue seeing new clients rather than turn them away. Therefore, we are now implementing the following scheduling policy for new clients:

1. We are requesting all new clients to pay the exam fee at time of booking the initial appointment to hold the desired appointment slot.
2. This exam fee will be refunded ONLY when new clients provide Central Animal Hospital with a courtesy phone call to cancel at least 24 hours in advance.