

Scheduling & Cancellation Policy

Scheduling

We will do our best to ensure that your pet is able to be seen by a veterinarian as soon as possible. To ensure that we are able to see everyone in a timely manner we ask that you arrive on time for your appointment, and to let us know as soon as possible if you are going to be a bit late. If you are new to the *Stonewall Veterinary Hospital* we ask that you reach out to your previous veterinarian to have your file transferred 24 hours prior to your appointment so that our team has complete medical information for your pet(s) and can prepare for your appointment. If your appointment has been made on a more emergent basis, please have your records transferred as soon as possible.

Deposits

A deposit is required for all appointments in the amount of \$50.00 for wellness/medical appointments, and \$100.00 for all surgical procedures. Please note that this is NOT an additional charge, but rather applied as a credit on your account and will be applied to your final invoice. The deposit would act as a cancellation fee in the event of a last-minute cancellation or no-show. The deposit can be processed via credit card over the phone or sent as an e-transfer to etransfer.stonevet@gmail.com. If you are sending an e-transfer, please ensure that it is sent no later than 6:00 PM on the day of booking to ensure that your appointment is not released to another patient in need.

Cancellation Policy

If you think that you may be running a few minutes late, please let us know as soon as possible. If you need to cancel or reschedule your appointment please give us a minimum of 24 hours notice for medical appointments, and 48 hours for surgical procedures to avoid cancellation fees.

We understand that sometimes life happens, and situations beyond our control can arise. We encourage you to reach out as soon as possible in the event of illness or an emergency. In the event of inclement weather, unsafe road conditions, or clinic closure, your deposit will be forwarded to you rescheduled appointment.

Reminders

Please note that it is your responsibility to make note of your appointment date and time at the time of scheduling, as well as to notify us of any changes to your contact information. The Stonewall Veterinary Hospital team does their best to provide you with timely reminders for upcoming appointments via email and text as a courtesy to the primary phone number and primary email address on file. If you have any questions regarding your appointment, please call or email us during our regular business hours.