



Southview Veterinary Hospital

No-Show & Cancellation Policy

Thank you for choosing Southview Veterinary Hospital for your veterinary care. When you schedule an appointment with us, we reserve time specifically for you and your pet to provide the highest quality care.

Cancellation & Rescheduling Notice

If you need to cancel or reschedule, please contact our office as soon as possible and no later than 24 hours before your scheduled appointment time. This allows us to offer the appointment time to other patients who may be waiting to be seen.

Fees & Deposits

Effective immediately, appointments missed ("no-shows") or canceled/rescheduled with less than 24 hours' notice (including medical and surgical appointments) may be subject to the following:

Situation	Fee/Requirement
Cancel/Reschedule with 24+ hours notice	No Fee
Cancel/Reschedule with less than 24 hours' (medical or surgical)	\$50-100 Booking Fee
No-Show	\$50-100 Booking Fee
Any no-show or <24 hour cancellation (future booking)	Non-refundable deposit required to schedule future visits

Extenuating Circumstances

Our goal is to provide timely care for all patients while respecting our veterinarians' time and the constraints of a tightly booked schedule. We understand unforeseen emergencies can occur. If you experience extenuating circumstances, please contact our receptionist team-a fee/waiver may be considered at our discretion.

How to Provide Notice

- Call: (620) 241-4114
- Text-only line: (620) 798-4549 (text only)

Messages left with at least 24 hours' notice (excluding non-working hours such as weekends and holidays) will be accepted as proper notice of cancellation.