

Ski Town Animal Hospital

Appointment Cancellation & No-Show Policy

At Ski Town Animal Hospital, we value your time and strive to provide exceptional care for every patient. To keep our schedule running smoothly and to serve as many pets as possible, we ask for your cooperation with the following appointment policy:

Cancellations & Rescheduling

We kindly request **at least 24 hours' notice** for any checkups, wellness visit appointment cancellation or reschedule. Furthermore, we request **at least 48 hours' notice** for any surgery appointment cancellations/rescheduling. This allows us to offer the time to another pet in need.

No-Shows

A **no-show** occurs when an appointment is missed without notice. No-shows prevent other patients from receiving care and impact our team's schedule.

- **First no-show: Courtesy reminder of our policy**
- **Second no-show: May require a deposit for future appointments**
- **Repeated no-shows & cancellations: May result in a no-show fee or limited scheduling privileges**

Deposits for Certain Appointments

Some extended, specialty, or same-day appointments may require a **deposit at the time of booking**. Deposits are applied to your visit and are refundable with proper cancellation notice.

Life Happens

We understand that Steamboat life can be unpredictable—weather, work, kids, and pets all happen! If something comes up, please call us as soon as possible so we can help adjust your appointment.

How to Cancel

Please cancel by phone, text, or email - 970.879.3486 (phone & text), info@skitownanimalhospital.com. Leaving a message outside business hours still counts toward your notice time.

Thank You

By respecting this policy, you help us provide timely, high-quality care to all of our Ski Town patients. We truly appreciate your understanding and cooperation.