



Nurture Animal Clinic  
3070 Old State Route 32  
Batavia, OH 45103  
(513) 580-3133

## Appointment Reservation Fee Policy

Thank you for choosing our services. To ensure the smooth operation of our appointment scheduling and to provide quality service to all our clients, we have implemented the following Appointment Reservation Fee Policy.

### 1. Appointment Reservation Fee:

- Clients who have previously "No Call/No Showed" or canceled/rescheduled their appointment within 24 hours of the scheduled time will be required to pay an appointment reservation fee when scheduling an appointment.
- The fee amount will be communicated at the time of booking and is non-refundable.
- The fee amount will be credited to the invoice at the appointment. In other words, there is no penalty if the appointment is kept or canceled/rescheduled at least 24 hours in advance.

### 2. No Call/No Show:

- Clients who fail to attend their scheduled appointment without providing prior notice will be considered a "No Call/No Show."
- In the case of a No Call/No Show, the appointment reservation fee will not be refunded.

### 3. Cancellation within 24 Hours:

- Clients are required to cancel or reschedule appointments at least 24 hours in advance.
- If a client cancels or reschedules their appointment within 24 hours of the scheduled time, the appointment reservation fee will not be refunded.

### 4. Advance Notice:

- Clients are encouraged to provide as much notice as possible of cancellations or rescheduling to allow us to accommodate other clients.

## **5. Refunds:**

- The appointment reservation fee is non-refundable, regardless of the circumstances, except in cases where the service provider cancels the appointment.

## **6. Exceptions:**

- Exceptions may be considered in cases of emergencies or unforeseen circumstances. Clients are encouraged to contact us promptly to discuss any exceptional situations.

## **7. How to Cancel or Reschedule:**

- Clients can cancel or reschedule their appointments by contacting us at 513-580-3133 or via email at [Help@NurtureAnimal.com](mailto:Help@NurtureAnimal.com). Please make sure to provide your name, appointment details, and reason for cancellation or rescheduling.

## **8. Reminder Notifications:**

- Clients will receive appointment reminders the business day prior to help them remember their scheduled appointments and avoid any unintended fees.

## **9. Policy Acceptance:**

- By scheduling an appointment with us, clients acknowledge and agree to abide by this Appointment Reservation Fee Policy.

This policy serves as a commitment from clients to attend their scheduled appointments. It helps us manage our schedule effectively and ensures that resources are allocated appropriately. We understand that unforeseen circumstances may arise, and exceptions can be discussed. We appreciate your understanding and cooperation with this policy, which ultimately allows us to deliver the best possible service to you and our entire client community.