

Anwell Veterinary Centre

41 Brighton Road

Coulsdon

CR5 2BF

0208 668 6151

anwellvets@btconnect.com



Missed Appointment Policy

Our goal is to provide quality healthcare to our patients in a timely manner. No-shows, late arrivals and late cancellations inconvenience not only our providers but our patients as well.

Please be aware of our policy regarding missed appointments.

If cancellation is necessary, please call at least 4 hours in advance.

Appointments are in high demand, and your advanced notice will allow us to use the appointment time for one of our other patients.

How to cancel your appointment

If you need to cancel your appointment please call us between 8am-7pm Monday to Friday, OR 8am-12pm on Saturdays.

Alternatively, you can email us on anwellvets@btconnect.com

Late cancellations/No-shows

A cancellation is considered late when the appointment is cancelled less than 4 hours before the appointed time.

A no-show is when an appointment is missed without cancelling.

In either case we will charge a fee of £40.00.