

Crestwood Animal Hospital Cancellation Policy

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. To be respectful of clients and patients, please call Crestwood Animal Hospital as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us at 502-241-4117 between the hours of 8 am to 6 pm, Monday through Saturday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, clients may be subject to a \$50 deposit for future appointment requests.

For new client / patients' first appointments, a no show or late cancellation may result in a full charge of the new patient fee (\$80) and a \$50 deposit for future appointment requests.