



Late Arrival Policy

At Ringwood Veterinary Clinic, we know life can be unpredictable — traffic jams, parking delays, and busy mornings happen! We'll always do our best to see you and your pet if you arrive late, but to keep our day running smoothly and to be fair to all patients, we do have a few guidelines.

Why timing matters

Our appointments are carefully scheduled so we can give each pet the attention and care they deserve. Arriving late can mean we have less time to assess your pet and may affect the next patient's appointment.

For 20-minute appointments

- Please aim to arrive 5 minutes early to allow for nurse check in and weigh in time.
- If you arrive more than 5 minutes late, we may need to shorten your consultation and only focus on the main concern. Follow up appointments may be required to cover other concerns.
- If you arrive more than 10 minutes late, we may need to reschedule your appointment unless it's an emergency.

For 30-minute appointments

- Please aim to arrive 5 minutes early to allow for nurse check in and weigh in time.
- If you arrive more than 10 minutes late, we may need to shorten your consultation and only focus on the main concern. Follow up appointments may be required to cover other concerns.
- If you arrive more than 15 minutes late, we may need to reschedule your appointment unless it's an emergency.

If you're running late

If you know you're going to be late, please call us as soon as possible. Sometimes we can adjust the schedule or fit you in later the same day.

Emergencies

If your pet's situation is urgent or life-threatening, we will see them straight away regardless of arrival time, or we may refer you directly to an emergency facility if we feel that is in the best interests of your pet.

Thank you for helping us keep our days running smoothly and ensuring every pet receives the time and care they deserve.