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www.kcpetproject.org

KC Pet Project No-Show Policy

Last Updated 2/01/2023

KC Pet Project is a 501c3, nonprofit charitable organization operating the KC Campus for Animal Care, Kansas City, Missouri's, Animal Shelter. KC Pet Project charges surrender fees for all owner surrendered animals (and also charges a fee for animals brought in as lost). This fee, mandated by the City of Kansas City, Missouri, helps KC Pet Project cover a small portion of the costs associated with caring for the pet, and allows our shelter to continue to support 15,000+ animals annually. Due to the increased need for support, all surrender appointments must be scheduled, appointments must be kept, and surrender fees paid in full. For that reason, KC Pet Project has put in place a firm No-Show Policy.

If an appointment needs to be cancelled or rescheduled, it is imperative that KC Pet Project is given at least 24 hours' notice. That appointment space has been reserved, thus prohibiting our ability to schedule another pet for services that day. A properly cancelled or rescheduled appointment with advance notice of 24 hours or more allows our organization the opportunity to fill that appointment slot with another pet in need.

Missed appointments have a direct impact on our ability to support other pet families in our community, and they cost our organization valuable resources, including time and money. Missed appointments, or arriving after your scheduled appointment time, have a significant impact on our organization.

A surrender appointment is considered a "no-show" if the appointment is cancelled with less than 24 hours' notice, or if the client fails to give any notice and fails to appear for their pet's scheduled surrender appointment.

In order to reschedule after a "no-show" appointment has occurred, KC Pet Project requires a prepayment of 100% for future appointment services. An agreement to the non-refundable terms is also a condition of rescheduling.

- **After one no-show** a non-refundable prepayment of 100% is required to reschedule the appointment. *This non-refundable prepayment is applicable towards the surrender fee.*
- **After a second no-show** an additional non-refundable prepayment of 50% is required to reschedule the appointment.
- If the appointment is missed a third time or more after a non-refundable prepayment was collected, a NEW and non-refundable prepayment of 100% will be required to reschedule again.

We understand that life happens which may create a need to cancel or reschedule an appointment. If your situation has changed or you need additional resources, please give us a call at (816) 683-1383 and we will gladly discuss what alternatives and/or resources may be available for you.