



Tierarztpraxis Rheinallee

Dear pet owners,

Our practice operates on an appointment-only basis. This means that we set aside sufficient time for each patient to ensure the best possible medical care. When an appointment is made, a contract for treatment is formed in accordance with Sections 630a et seq. of the German Civil Code (BGB).

Appointments that are not cancelled or are cancelled too late result in empty slots, which generally cannot be reallocated at short notice. This results in a financial loss for the practice.

We therefore ask you to cancel appointments at least 24 hours in advance and during our consultation hours.

In the event of appointments not cancelled in good time or missed appointments, we reserve the right to charge a cancellation fee in accordance with Section 615 of the German Civil Code (BGB). The amount of the cancellation fee is based on the service planned for the scheduled appointment or on a reasonable flat-rate amount.

You are, of course, free to prove that we have incurred no loss or a significantly lower loss.

We thank you for your understanding, as this policy helps us to offer appointments to all patients in a timely manner.

Your team at Rheinallee Veterinary Practice