



## **Cancellation Policies for 3<sup>rd</sup> Party Relief Vendors**

Please refer to our WellHaven Relief DVM Resource Guide on Knowledge Base for vendor contacts.

[WellHaven's Relief DVM Resource Guide | WellHaven Knowledge Base](#)

As always, if you have any questions or need assistance, you can reach out to Elena Bauer [elena.bauer@wellhaven.com](mailto:elena.bauer@wellhaven.com) or your Med Ops partner.

### **Roo**

When you cancel a Confirmed shift, you may receive a full or partial refund based on how long until the shift takes place. We always recommend making these types of cancellations as soon as possible so we can provide a maximum refund to your hospital.

If your hospital cancels a shift after it's Confirmed, you'll receive:

- **8+ weeks before shift** – 100% refund
- **6 to 8 weeks before shift** – 75% refund
- **4 to 6 weeks before shift** – 50% refund
- **2 to 4 weeks before shift** – 25% refund
- **Under 2 weeks before shift** – no refund

When cancelling a shift, you'll always see the refund amount before you finalize any cancellations.

### **IndeVets**

Shifts without an assigned doctor can be canceled anytime. Shifts with an assigned doctor can be canceled up to 30 days in advance; otherwise, the clinic will be charged.

### **Holiday Vets**

Our fees are based on clinical locations, amount of work, practice type, hours and advance notice. Cancellation of confirmed work with less than 14 days' notice will incur a cancellation fee of 50% of the scheduled day's cost. Cancellation of confirmed work with less than 7 days' notice will incur a cancellation fee of 100% of the scheduled day's cost.



### **Your Neighborhood Vet**

Cancellation Policy. Scheduling is of the utmost importance for Provider. As a result, if scheduled services are canceled less than 45 days in advance of the scheduled date, a cancellation fee shall apply. If the cancellation is between 30-45 days prior to the scheduled work date, there shall be a cancellation fee equal to half of the Minimum Fee, which shall increase to full Minimum Fee if canceled less than 30 days ahead of the scheduled work date.

Payment for canceled services under this section is included in the definition of Fees and subject to the same late payment structure. The obligations of the parties under this section 4 shall survive the termination of this agreement.