

# Tips to get pet owners to complete your Vetstoria online booking

Let's consider each stage of the booking journey...



## Appointment Info

### Reason for drop out can be:

- Disabling appointment types for new clients
- Treating a limited number of pets
- Offering limited types of species
- Lack of appointment types

### Our recommendation:

- Enable new pet owners to book online and choose the reason for their appointment.
- Offer the flexibility to treat several pets per owner that your practice can handle.
- Vetstoria offers the capability to [display a wide variety of species](#) so you can expand the type of species you treat

A screenshot of the Vetstoria booking interface. The page is titled "Booking" and has a sub-header "How do I Create an Appointment Type?". There are two appointment type configurations visible. The first configuration has a "Display Name" of "Urgent On site Examination", "Client Type" of "All Clients", "Hourly Slots" of "All", "Reserved Slot Count" of "0", and "Gap to Earliest Available Slot" of "None". The second configuration has a "Display Name" of "Urgent On site Examination", "Client Type" of "All Clients", "Hourly Slots" of "All", "Reserved Slot Count" of "0", and "Gap to Earliest Available Slot" of "None". A dropdown menu for "Excluded Species" is open, showing options: "None", "Dog", "Cat", "Rabbit", "Ferret", and "Small Mammal".

## Disclaimer

### Reason for drop out can be:

- If the rules and guidelines mentioned in the disclaimer are too long
- Has restrictions, such as “no new clients”

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Regular check-ups with our nurses can be extremely helpful to your pet's wellbeing. Potential health issues can be picked up and treated early. We recommend a check-up every 6 months.

All our health checks include lots of love and cuddles from our team and are a great way of getting your pet used to coming to the practice. Please be aware that our health checks are with a nurse and if you need to see a vet, we would kindly ask you to book a consultation.

If your pet needs urgent attention then please do call us to discuss on 123456.

I have read, understood and accept the above terms and conditions.

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### Our recommendation:

- You can provide the information you need in bullet points to provide clarity.
- We also suggest providing a [disclaimer](#) that is concise and is no longer than 6-8 lines.

## Choose a time slot

### Reason for drop out can be:

- Limited time slot and date availability

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Booking

How do I Create an Appointment Type? Show options for: Availability

1 Display Name: Urgent On site Examination Client Type: All Clients Hourly Slots: All Reserved Slot Count: 0 Gap to Earliest Available Slot: None Enabled

PMS Name: Sick Pet Excluded Species: None Duration (min): 30 Max Appointment Count: 0

2 Display Name: Urgent On site Examination Client Type: All Clients Hourly Slots: All Reserved Slot Count: 0 Gap to Earliest Available Slot: None Enabled

PMS Name: Sick Pet Excluded Species: None Duration (min): 30 Max Appointment Count: 0

### Our recommendation:

- Vetstoria offers the capability for you to show your calendar for up to eighteen months, and exclude time slots based on your availability.
- For example you can offer consultations in the morning, but no vaccinations.
- Always allow clients to book consultations / sick and injured appointments.

**We're excited to have you onboard with Vetstoria!**