

Appointment Cancellation, Late Arrival, and No-Show Policy

At TLC Cat Clinic, our goal is to provide high quality, individualized medical care in a timely manner to your feline family members. A veterinary-client-patient relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments and ask the same of you.

We understand that things may come up, so if it isn't possible to make it to your scheduled appointment, or if you will be late, we ask to be notified as soon as possible. We ask for a minimum of 24 business hours' notice to move or cancel an in-room appointment and a minimum of 48 business hours' notice to move or cancel a surgical procedure.

If a client arrives 10 minutes after their scheduled appointment time, they may be asked to reschedule for a different day. It only takes one late-arriving patient to throw off the entire schedule for that day. Rushing or "squeezing in" an appointment is not preferred as it inconveniences other clients who also have appointments and it can impact the quality of care by not allowing our veterinarians to do their job effectively.

Late appointment cancellations, late arrivals, and no-shows inconvenience other clients whose feline family members need access to our veterinary services. By providing us notice to move or cancel an appointment within the above-stated timelines, we may be able to accommodate other patients in need of your appointment slot.

As a courtesy, we provide reminder calls, emails and/or text messages (based on your preference) leading up to your appointment. Even if you are unable to be reached for these reminders, this policy remains in effect.

At TLC Cat Clinic, we understand there may be times when an unforeseen emergency occurs, so these policies are at the management's discretion. However, repeated violations may result in further consequences. If you need to cancel or change your appointment, you may contact us at 763-559-8787 or tlccatclinic@gmail.com 24 hours a day, 7 days a week. If calling outside our normal business hours, you may leave a message.

This new policy is effective on January 1st, 2020. We greatly appreciate your understanding of these policies and look forward to serving you and supporting the health of your pets.

