SLSNC Cancellation, Rescheduling, and Late Policy

All cancellation and reschedule requests must be sent to clinicinfo@spcawake.org or you must call 919-772-0211 and leave a voicemail. This policy is subject to change at Saving Lives Spay/Neuter Clinic's discretion.

Standard Policy

Late Intake/Late Discharge:

All **cats** must be checked in at Saving Lives Spay/Neuter Clinic **between 8:00am and 8:30am.**

All **dogs** must be checked in at Saving Lives Spay/Neuter Clinic **between 8:30am and 9:00am.**

Late arrivals will need to be rescheduled.

A $25 rescheduling fee will be charged. No refunds will be given to late arrivals that choose not to reschedule.

All animals must be picked up at Saving Lives Spay/Neuter Clinic between **3:00pm and 4:00pm.** Each animal picked up between 4:00pm and 4:30pm is subject to a $25 late fee. Each animal picked up between 4:30pm and 5:00pm is subject to a $50 late fee. All animals not picked up by 5:00pm will be turned over to the nearest Animal Shelter. A boarding fee of no less than $100 per night will be charged.

All late fees and rescheduling fees are per pet, not per owner.

Canceling/Rescheduling an Appointment:

Appointments must be canceled or rescheduled 48 hours prior to the appointment (by 8:00am two days before the appointment). Any appointments canceled after this time frame will result in forfeiting the entire cost of the appointment. Any appointments rescheduled after this time frame will require a $25 rescheduling fee to be paid.

TNR Rescheduling:

There is no fee for rescheduling TNR appointments. After 2 reschedules, we ask that you consider borrowing a drop trap, work on trap training, or consult SPCA Helpline or TNVR Trappers for advice.

In order to qualify for this policy, the cat must be receiving an ear-tip and be presented in a humane trap/transfer cage.

No-Shows:

Failure to show up for your appointment without contacting us will result in you forfeiting the entire cost of your appointment. You may make a new appointment, but must submit a new deposit (total cost of surgery).