Drop off is 7:30 - 8:30 a.m. on your appointment date. When you arrive for drop off, come into the clinic and check in with the staff member at the front desk who will give you further instructions. DO NOT TAKE A FERAL INTAKE FORM FROM OUTSIDE, these are only for walk-in feral/community cats. Your intake form is emailed to you. Please DO NOT line up at the front door if you arrive early - wait in your vehicle until the clinic opens at 7:30 am. Arrival time does not determine surgery order.

NO FOOD AFTER MIDNIGHT THE NIGHT BEFORE THE APPOINTMENT, but water is okay. If they have food after midnight, they cannot have surgery as they are at risk of aspirating under anesthesia and/or developing aspiration pneumonia, both of which can be fatal. We know this can be difficult with feral/community cats so we recommend trapping prior to midnight and only putting a small amount of food in the trap while actively trapping.

A feral/community cat must arrive in a live, humane trap (photo example below). This must be a live, humane trap designed for a cat or equivalent size- traps made for smaller animals like rats, etc cannot be accepted because they are too small for a cat to recover comfortably in them. Cats scheduled as feral/community cats will NOT be accepted in a regular cat carrier or kennel. Feral/community cat appointments are NOT for your pet cats.



Ear tips are mandatory for feral/community cats. If you have more than one appointment for a feral/community cat, they must be in separate traps. There are no exceptions to these policies. For full feral/community cat policies, please visit https://spaymemphis.org/feral-community-cats/. If we discover you are using this appointment for a domestic/owned/inside cat, you will no longer be allowed to utilize our services.

Please be on time. Arriving late will result in forfeiture of your appointment.

Pick up is staggered by species. Feral/community cat pick up is at 4:30 pm.

All pets will have until 4:45 pm to pick up, AT THE LATEST. If you have an emergency and cannot pick up on time, please call us as soon as possible to discuss your options as fees will apply. Arriving after we close for pick up will result in a $50 boarding fee for your cat to be held overnight at our clinic or your pet will be taken to AEC for boarding at your expense if your appointment is on a Friday or a day we are closed the following day.

On the day of your appointment is it important that, if needed, we are able to get in touch with you. If we need to contact you, we will do so by text or call so it is the pet owner's responsibility to make sure we have an accurate phone number on file. This is the number you list as cell/mobile when scheduling.

You will receive another email with the option to complete your intake form and surgery consent release online. If you do not complete this online, you will need to complete a paper copy on the morning of your pet's appointment. If you need a paper form the morning of the appointment, please visit the front desk for one as the ones outside are only for walk-ins. If you continue receiving emails reminding you to complete the form, we have not received it. The only way to complete digitally is by filling out the required fields (highlighted in red on the form) and then click submit to clinic on the bottom.

If you end up trapping a different cat than the one you have scheduled, this is fine. Just let us know when you check in so we can update the cat's information. You can also hold off on completing the digital intake form until you know exactly which cat you are bringing in and enter the information on that form.

The post-op care instructions are attached to this email. We recommend reviewing those prior to your appointment in case you have any questions. A paper copy will be sent home with your pet after surgery as well.

Full payment of services is due the MORNING of your pet's appointment. Spay Memphis accepts cash (EXACT CHANGE HIGHLY PREFERRED, we CANNOT break large bills for small amounts), all major credit/debit cards, and phone pay (Apple, Google, Samsung, & Android) as payment for services. **We DO NOT accept checks or Care Credit.** A prepayment link will be sent to your email the morning of the appointment if you have a balance due and your intake/consent form is completed.

For feral/community cats, we will automatically add the following additional services to the appointment when switched from Lion to Cat in our system the morning of the appointment - Rabies vaccine and an ear tip. These are included in the $40 price. These will not be reflected on your digital intake form. Additional services available are attached to this email. Please view the attachment on what services are available before completing your digital intake form. If you would like to add additional services, you can choose which services you would like on the digital intake form, email which services you would like to add to info@spaymemphis.org, or let us know when dropping off the morning of your pet's appointment. The following services cannot be added to feral/community cats: e-collar/recovery suit, pre-op bloodwork, or nail trim.

We are know that you most likely do not know this cat's medical history but if you are aware of any issues, please list on your intake/consent form. Please include if you are aware that this cat had kittens in the past 6-8 weeks. Spay Memphis is a spay/neuter surgery clinic, not a full service veterinary clinic, so very few medical issues can be addressed at our facility outside of spay/neuter surgery.

Trappers who take advantage of the digital intake form and prepayment link options significantly speed up your check-in process as well as limit contact. However, forms can be completed and payment can still be made when dropping off your pet the morning of their appointment. *Please note: Payment links are NOT sent unless your digital intake/consent form was completed. Check-in can take upwards of 30 minutes if consent forms are not signed digitally and prepayment isn't completed.*

Not able to trap a cat and need to cancel? Email us at info@spaymemphis.org to cancel by 9:00 pm the day prior to your appointment using the email on your account/email used to schedule the appointment, so we can open this appointment slot up to someone else. **Any appointment not canceled by 9:00 pm the day prior to your appointment will forfeit your $10 deposit. Appointments cancelled by 9:00 pm the day prior to the appointment will have the deposit refunded back to your card.**