

Regarding Cancellations and Appointment Changes

In principle, since August 1, 2023, a cancellation fee of 2200 yen will be charged for cancellations or appointment changes made just before or after the appointment time.

【Contact for Cancellations and Appointment Changes】

Please inform us cancellations and appointment changes at least 2 hours prior to the scheduled appointment time.

For appointments scheduled before 10:00 a.m., please contact us by the end of the hospital time on the previous day of the appointment.

【Delayed arrivals】

If you are going to be late for your appointment, please contact us as soon as possible.

If you do not show up 10 minutes after your scheduled appointment time, or if you do not contact us by the time, your appointment would be cancelled without notice.

Also, please be aware that depending on your arrival time, patients with later appointments may be given priority.

【Payment of Cancellation Fees】

The cancellation fee will be charged at the time of your next visit.

Cancellations or appointment changes due to bad weather, disasters, unforeseen circumstances, sudden illness of clients such as fever, or in case that the cat cannot be caught with effort, will not be applied to the above policy. Please contact us anytime as soon as possible.

Because some cases of cancellations and delay without notice inconvenienced other patients, we would appreciate for your understanding that this is a measure to avoid the inconvenience.