

# Evolution of the Reservations Process



## MISTAKES ALONG THE WAY

Years ago, we made the mistake of posting monthly clinic dates a full year in advance. Savvy trappers booked reservations for every clinic, the general public had no clinic access, and many people were angry. Next we opened reservations one month in advance. In fifteen minutes, all reservations filled.

## FERAL CAT PREVENTION PROGRAM

After adding the Feral Cat Prevention Program for no-ear-tip surgeries, competition for reservations escalated. We limited reservations to fifteen per month per organization or individual attending Public Clinics. We offered Private Clinics for individuals and organizations to reserve a full clinic day of 50 surgeries in return for a \$10 per cat suggested donation.

## RECENT DILEMMA AND CURRENT PROCESS

To some degree, the immensely valuable Feral Cat Prevention Program caused an opposite effect: tame cats acquired reservations while free-roaming cats were left out. Wanting to continue the Feral Cat Prevention Program, we developed a process for ensuring surgery access for both. That is our current reservations protocol, which features:

- Public Clinics with 40 reservations and 10 standby slots. There is no limit on how many reservations each organization or individual can make, but we monitor attendance closely and reserve the right to rescind clinic privileges for any abusers of our no-limit policy.
- Free surgeries for feral/free-roaming cats (ear-tipped) and suggested donations of \$15 per neuter and \$25 per spay for tame cats. (tattooed).
- Private Clinics hosted by a single organization or individual, who commits to filling all 50 spots for a minimum fee of \$500 per clinic.
- Tiered surgery costs for 503(c)3 organizations whose gross annual receipts exceed \$25,000.

For complete details on our reservations protocol, please read [Using Public & Private Clinics](#).