

ARRIVALS & CANCELLATIONS

Thrive Kids Clinic • Better Kids, Better Families

Please arrive on time.

If you're running late, call 416-849-2260 or email info@thrivekidsclinic.ca.

Please bring your child's OHIP card and make sure your contact information is up to date.

Policy Highlights

- If you book inside 24 hours, the policy applies immediately.
- Arrival tiers: +0–10 Keep; +11–20 Keep (compressed)/Standby; +21–40 Standby/Resched; +41–120 = missed → RESCHED.
- To cancel or reschedule, please call or email us. (Include your child's name and the appointment date/time.)
- Same-day cancels or missed visits may incur a \$100–\$200 fee (by appointment type).
- If 41–120 minutes late, the fee is required before rebooking.



Scan to cancel or reschedule

Opens a pre-addressed email to our team.
Auto-fills: child's name + appointment date/time.
Just review and send.

Thank you for helping us run on time so we can help more families.

Questions? Call 416-849-2260 or email info@thrivekidsclinic.ca