



Cancellation Policy & Fees

- **Cancellation or Reschedule requests require 72-hours or 3-days advance notice prior to your appointment day.** Late cancellations or reschedule requests may result in a **\$25 fee** added to your next appointment.
- **No Call/No Shows** (failure to notify us of a cancellation + failure to show for an appointment) may result in a **\$50 fee.** *In this case, the fee and the next appointment must be paid in-full, in-cash, prior to scheduling the appointment.*

Instructions for the Night Before of Surgery

- Keep your animal indoors, feed normally, and always have water available.
- **No food after 10:00 PM the night before the surgery**, and no food in the morning the day of surgery.
- Water is permitted at any time to minimize the chance of dehydration.

Instructions for Day of Surgery – Admission/Drop-Off

- Encourage animals to urinate/defecate the morning of surgery.
- **CAT drop-off/admission time: between 7:00am and 7:45am.** Each cat must be in proper carrier/humane trap.
- **DOG drop-off/admission time: between 7:45am and 8:15am.** Each dog must have a leash and collar.
- **A current and valid Rabies certificate is required – tags are not acceptable proof of vaccination.** Without a certificate we are required by law to provide a Rabies vaccine which will be administered and added to your services/charges. **Please bring a copy of your pet's full vaccination records with you for our records and be sure to notify us if your animal is experiencing any health issues or is currently on any medication.**
- **Due to COVID-19, we are conducting car side drop-off and pick-up. Please wear a face mask and stay in your car with your animal. There is no need to call us when you arrive. Please understand there may be a short wait while staff checks in animals/paperwork/payment. Kindly be patient and thank you in advance.**
- **Ensure you provide accurate, correct and working phone numbers** for us to contact you during the appointment if necessary and/or for discharge.
- **Payment is due in full at drop-off. We accept cash, credit or debit.** NO CHECKS or Care Credit accepted.

Instructions for Day of Surgery – Discharge/Pick-Up

- **A staff member will call you as soon as your animal is approved for discharge and pick-up.** You may be given an approximate pick-up time when you drop-off your animal in the morning, but please wait until you are notified to return for pick-up. **The latest pick-up is 4:00pm.**
- Staff will go over after-surgery care and any medication instructions with you at this time.
- **There may be a short wait while staff checks-out other animals and goes over instructions. Please be patient and thank you in advance.**

Additional Policies & Fees

- **Early or Late Drop-Off or Pick-Up.** Requests for changes or exceptions to the provided schedule, or any late arrivals, may be subject to a **\$25 fee** for each early or late drop-off or pick-up per animal.
- **One carrier/trap, one animal.** Each cat must be brought to their appointment in their own proper carrier or trap for their own safety. A **\$10 fee**/additional animal over one (1) in a carrier or trap may be added. In addition, each cat must be discharged in their own carrier/trap. **Cardboard carriers are available for \$10 each** and shall be purchased and picked-up prior to appointment date. Humane traps are available to rent.
- **Carrier Risk Fee. All Community Cats (feral or stray) must be brought to their appointment in a humane trap** due to the unknown health history and behavior temperament. This policy is in place for the safety of the cat/s, you, and our staff. Community Cats brought to their appointment in a carrier may be assessed a **\$50 fee** per cat as determined by the DVM and clinic staff. Humane traps are available to rent.