

In order to help you prepare for this appointment, please read the following instructions.

The Night Before: Confine your pet in a small room to make sure you can find him/her in the morning.
Do not feed your pet after midnight. Water is allowed.

That Morning: Dogs **must** be on a leash or in a carrier
Cats **must** be in a secure cat carrier.

Arrival: Dogs should arrive **7:30 - 8:00 am**
Cat should arrive **7:30 - 8:30 am**

Bring: Vaccine records – see below
Surgical Packet – printed and completed

List of medications

What to expect

Check-in Line For cats, join the line outside the Cat Entrance of the HSSBV.
For dogs, join the line outside of the Dog Entrance. Be prepared for an hour long check-in wait.

Vaccines Dogs should be current on the DA2PP and Rabies vaccines. Cats should be current on FVRCP. If vaccines are not current, or there is no proof of vaccination from a licensed veterinary facility, we require the pet to be vaccinated at an additional cost. Home vaccines, stickers, and booklets will not be accepted as proof of vaccination; **you must bring your printed invoice from a licensed veterinary facility. Late vaccine records will not be accepted. Due to the large number of pets checking in, we are unable to call your veterinary clinic for records, you MUST have your pet's records in hand at check-in.**

Estimate Veterinary staff will review an estimate of services at check-in. Bring your completed Surgical Packet at check-in to expedite the process. We will inform you at check-in of expected additional charges. Some conditions such as surgical complications, parasites or infections may be discovered later. If these can be treated for \$25.00 or less, our staff does so without telephone permission. Please plan accordingly at pick up. There are additional fees if your pet is pregnant or possibly pregnant.

Check-out When you return to pick up your pet, please use the sign-in sheet to let us know you are here. The check-out process takes about 45 minutes. Be prepared to pick up your pet at 4 pm, if your pet is ready sooner than 4 pm, we will call to let you know what time. **Clients arriving after 4:30 may be subject to late fees.**

Deposits

No same day cancellations. You must cancel or reschedule 72 hours prior to your appointment to retain your deposit, otherwise all deposits will be forfeited with NO exceptions.