



SPAY/NEUTER CLINIC: SURGERY INSTRUCTIONS & POLICIES

Before Scheduling Please Consider:

- Blood work is recommended for animals over 6 years of age and is required for animals over 8 years old. If this applies to your pet, please bring blood work results that are no more than 2 weeks old. We do not provide this service. Please ask your vet for a geriatric panel for a spay/neuter surgery.
- Dogs must be at least 3 months old or 4 months old for small breed dogs. Your dog must arrive wearing a well-fitting collar and be on a leash.
- Cats must be at least 2 lbs and arrive in their own secure carrier. A small litter of kittens may come together in one carrier. If your cat does not arrive in a proper carrier, you may be asked to purchase a cardboard carrier at discharge.
- Female dogs cannot be larger than 60lbs and male dogs cannot be larger than 70lbs due to space limitations on the mobile unit.
- Cats who arrive in humane live traps will be sent home in the same trap.
- Pets do not need to be vaccinated prior to surgery.

Confirming Your Appointment:

- Once the appointment is scheduled online, you will receive an email with a link to **electronically sign the consent forms**. We recommend using the “guide me” option on the form. If you are unable to sign it on your device, please try it on a different device. If you still cannot sign, please email petservices@pasadosafehaven.org.
- **A staff member will call you 3-5 days prior to your appointment** to confirm your pet's information, discuss payment options, and review discharge instructions. During this call, we will also go over the additional services we offer such as vaccinations and microchips. We strongly recommend that you keep your pet's vaccinations up to date and get your pet microchipped.

Night Before Surgery:

- Your pet must fast before surgery. **No food after midnight!** Water is okay.
- For any dog or cat 5 lbs. or less, they will need to eat a tablespoon of wet or dry food in the morning before bringing them in for surgery.

Day of Surgery: *We appreciate your prompt arrival for drop-off and pick-ups.*

- All cats must arrive in a secure carrier. All dogs must be on a leash.
- **Please bring two clean bath towels in a bag with your name on it.** These will be returned to you when you pick your pet. Do not put the towels inside the carrier!
- When you arrive to drop off your pet for surgery, please join/form the line by driving up parallel to the Spay Station. We will confirm your information and give you an estimated pickup time.
- When you arrive to pick up your pet post-surgery, please follow the same instructions from the morning.
- Your pet's paperwork with surgery details will be emailed to you. If you do not have email, the paperwork will be printed out and given to you at pick up.

SPAY/NEUTER CLINIC POLICIES

Cancellation/No-Show:

- Pasado's requires 48-hour notice of cancellations and allows **only two no-shows per client**.
- Due to the backlog of clients needing services, clients cancelling their scheduled appointment or failing to show up for their appointment will be placed at the end of the waitlist (for dogs) or must reschedule online when appointments become available (for cats).
- **Please note that clients who do not show up for a second time, or who repeatedly cancel their appointments will no longer have access to our services.**

Late Fee Policy:

- Clients are given a pickup time at drop off. **Clients who are late picking up their pet will be charged a fee of \$25 for every 30 minutes they are late.**

Spay/Neuter Clinic Refund:

- Clients who prepay for services or make a deposit when scheduling a clinic appointment will be eligible for a full refund upon request and only under the following conditions:
 - Client provided 48-hour advance notice of appointment cancellation, or
 - Pasado's canceled a clinic due to unforeseen circumstances
- To request a refund, please email petservices@pasadosafehaven.org and provide your name, the original appointment date and location, and the prepaid amount.
- Once authorized, refunds will only be issued using the original method of payment. Please allow 7 to 10 business days after receiving confirmation that your refund was authorized to receive the funds.
- If there is a discrepancy between services rendered and advance fees charged, an adjustment will be made using the original payment method within 7 to 10 business days.

Please email petservices@pasadosafehaven.org if you have any questions.

Thank you for trusting us with your furry family member!