

Pre-Operative Instructions

24-48 hours prior to your appointment, a member of the Tails Clinic team will contact you with instructions at the telephone number you provided. During this call, they will go over all pre-operative instructions and answer any questions or concerns that you may have.

Your pet should receive **NO food or treats** after midnight the evening prior to their surgery appointment. You may continue to provide fresh water for your pet. Pets who take medications should **NOT** take any medications after midnight the day prior to their surgery. If your pet takes a medication each morning, please skip the medication on the day of the appointment.

Drop Off and Pick Up Information

Dogs

Your dog must be brought to the appointment wearing a leash and collar.

Drop Off: The drop off time for dogs is between 7:15am and 8:00am. You will be given a time to drop off your pet during your 24/48 hour confirmation call by a member of our team.

Arrival: When you arrive to your appointment, please pull to the curb and stay in your vehicle. A member of our clinic team will come to you to begin the check-in process. You will then be given paperwork to complete and any further instructions from a member of our team.

Pick Up: The pick up time for dogs is between 2:30 pm and 3:30 pm. Please pull up to the curb and a member of our team will come to your car to complete the pick up process.

Payment: Payment for services provided is due at time of pick up. We accept cash or credit card. Please note, we DO NOT accept Care Credit.

Cats

Your cat must be transported to the appointment in a secure carrier or crate.

Drop Off: The drop off time is between 8:10am and 9:00am. You will be given a time to drop off your pet during your 24/48 hour confirmation call by a member of our team.

Arrival: When you arrive to your appointment, please pull to the curb and stay in your vehicle. A member of our clinic team will come to you to begin the check-in process. You will then be given paperwork and further instructions.

Pick Up: The pick up time for cats is between 3:30 pm and 4:30 pm. Please pull up to the curb and a member of our team will come to your car to complete the pick up process.

Payment: Payment for services provided is due at time of pick up. We accept cash or credit card. Please note, we DO NOT accept Care Credit.