



Pet Drop-Off Policy

These policies apply to any pet dropped off at our clinic for medical care, diagnostics, procedures, or hospitalization.

General Care During Drop-Off

While your pet is in our care, feeding or fasting will be determined by the attending veterinarian based on medical need unless you request otherwise in advance.

To protect the health of your pet, other patients, and our team, pets must be current on core preventive care as recommended by the attending veterinarian, unless your pet is too ill to receive such care at the time of the visit.

If fleas, ticks, or intestinal parasites are identified during your pet's stay, appropriate treatment will be provided at your expense.

Personal Belongings

We recommend that you do not leave personal items with your pet. While reasonable efforts will be made to safeguard belongings left with your pet, the clinic is not responsible for loss or damage.

Dismissal and Pick-Up

All drop-off patients must be discharged at a scheduled dismissal time on the day of care. Dismissal appointments are typically available between **4:30 p.m. and 6:30 p.m.** and must be scheduled in advance.

Failure to Pick Up as Scheduled

If your pet is not picked up during the scheduled dismissal window, your pet will be hospitalized overnight with appropriate care as needed at your expense. Please note that there are no staff members in the facility overnight.

Animals Left in the Clinic's Care

If a pet remains in our care unexpectedly and we are unable to reach the owner or an authorized agent, the clinic will follow Texas law governing animals left in a veterinarian's care.

Written notice will be sent by certified mail to the owner's last known address. If no response or arrangements are made within the time required by Texas law, the pet may be considered abandoned and transferred to an appropriate authority for further care and placement. Owners remain financially responsible for all care provided prior to disposition as permitted by law.