

Spay Memphis Appointment Information

Our clinic is located at 3787 Summer Avenue, between Highland and Graham, and next door to the Animal Emergency Center.

Drop off is 7:30 - 8:30 a.m. on your appointment date. When you arrive for drop off, please park and check-in with the staff member at the door who will give you further instructions. We ask that you leave your pet(s) in your car until you have checked in as it will be a quick process.

FOR DOGS AND CATS - No food after midnight the night before your pet's appointment but water is okay. Cats must leave our clinic in individual cat carriers or kennels. If you do not have individual cat carriers, you will be charged \$5 per cardboard cat carrier needed.

FOR RABBITS - DO NOT fast them, give them their food and water as normal up until you bring them to our clinic, and bring some of their food or favorite snack with them.

Please be on time. Arriving late to drop off or pick up may result in forfeiture of your appointment and/or a \$20 late fee.

Pick up is at 3:00 pm for dogs, 4:00 pm for domestic cats, and 4:30 pm for rabbits. All will have until 5:00 pm to pick up, AT THE LATEST. If your pet is able to leave earlier, we will call you but early pick-up cannot be guaranteed.

You should have received another email with the option to complete your intake form and surgery consent release online when you scheduled your appointment. If you do not complete this online, you will need to complete physical paperwork on the morning of your pet's appointment. The post-op care instructions and additional services list are attached to this email. Please read these over in case you have any questions on the day of your pet's spay/neuter and know what, if any, additional services you would like on the day of your appointment. **A nail trim is complimentary with every spay/neuter surgery.** **Pre-op bloodwork is required for dogs and cats 5 years of age and older, which is an additional \$25. If you are using a grant fund to help with the cost of surgery and cannot afford the bloodwork, let us know! Some grant funds will also cover the cost of the bloodwork. If you have a rabbit that is 5 years or older, it is recommend to have bloodwork and an exam performed at your full service veterinary clinic no more than 2 weeks prior to your appointment at our clinic.**

Full payment of services is due the MORNING of your pet's appointment. Surgery will not be performed if balance is not paid in full. Spay Memphis accepts cash, all major credit/debit cards, and phone pay (Apply, Google, Samsung, & Android) as payment for services. We DO NOT accept checks or Care Credit. If you have not already prepaid, Spay Memphis will send a request for payment by email the day before your appointment (or the Friday prior if your appointment is on a Tuesday). This payment request will include requested grant funding added as well as additional services requested when making the appointment. If you receive this email and would like to add additional services, please email which services you would like to add to info@spaymemphis.org. If pet owners with appointments scheduled take advantage of this feature, it will speed up the check-in process significantly as well as limit contact. However, payment can still be made when dropping off your pet the morning of their appointment. *Please note: Check-in can take upwards of 30 minutes if consent forms are not signed digitally and prepayment isn't completed.*

IMPORTANT: If your pet is actively taking a steroid-based medication or in the midst of heartworm treatment, please email info@spaymemphis.org to let us know immediately.

Need to reschedule or cancel? Email us at info@spaymemphis.org. Please review our cancellation policy (attached to this email) before contacting our clinic to reschedule or cancel. **Any appointment not canceled or rescheduled by noon the day prior to your appointment is considered a no-show and any payments made towards this appointment WILL NOT be refunded.**

The following services can be added to your pet's spay or neuter appointment if requested. None are required, with the exception of bloodwork for pets 5 years +.

Surgery cost is listed by each species for your convenience and does not reflect grant pricing if you requested a grant to be added.

DOGS (surgery cost is \$100 and includes a nail trim, pain injection, take home pain medication, and an e-collar)

Additional Services Available:

- Rabies Vaccine: **\$10**
- Rabies Tag: **\$6** (Shelby County only but excludes Germantown, Collierville, & Bartlett)
- DAPP Vaccine: **\$10** (Distemper, Adenovirus, Parainfluenza, and Parvovirus)
- Bordatella Vaccine: **\$12** (kennel cough)
- Heartworm Test: **\$15** (includes 1 month of preventive if negative)
- Pre-Op Bloodwork: **\$25** (required for 5+ years old)
- Deworming: **\$5**
- Flea Preventative: **\$5** (Vectra 3D, lasts for one month)
- Microchip: **\$20***
- Post-Op Sedative: **\$5** (Trazodone)

CATS (surgery cost is \$55 and includes a nail trim and long-lasting pain injection)

Additional Services Available:

- Rabies Vaccine: **\$10**
- Microchip: **\$20***
- FVRCCP Vaccine: **\$10** (Rhinotracheitis, Calicivirus, Chlamydia, Panleukopenia)
- FELV/FIV Snap Test: **\$20**
- Heartworm Test: **\$15** (includes 1 month of preventive if negative)
- Pre-Op Bloodwork: **\$25** (required for 5+ years old)
- Deworming: **\$5**
- Flea Preventative: **\$5** (dependent on weight - Vectra or Catego, lasts one month)
- E-collar: **\$5**
- Cardboard Cat Carriers: **\$5** (cats must be in separate carriers)

RABBITS (surgery cost is \$80 and includes nail trim, pain injection and take home pain medication)

Additional Services Available:

- Microchip: **\$20***

PIGS (surgery cost is \$150 and includes pain injection and take home pain medication)

Additional Services Available:

- Rabies Vaccine: **\$20**
- Microchip: **\$20***
- Deworming: **\$5**
- Parvo/Lepto Vaccine: **\$10** (Erysipelas, Parvovirus and Leptospirosis)

*all microchipping includes lifetime registration

Spay Memphis Cancellation Policy

- Appointments must be canceled no later than **NOON the day before your appointment**. Cancellations can be made by phone (voicemail is fine, 901-324-3202) or email (info@spaymemphis.org).
- Any appointment not canceled by noon the day before will be considered a no-show.
- Only one no-show is allowed per pet owner.
- After the one no-show allowance, a \$10 deposit per pet will be required to schedule future appointments. If the appointment is kept, the deposit will be applied to your pet's balance. If the appointment is missed, the deposit becomes a donation to our clinic.
- If you prepaid for the appointment, refunds are not available for no-shows.
- There are two options to reschedule after missing an appointment:
 1. Call 901-324-3202 where you can make a \$10 deposit to reschedule.
 2. Reschedule online and pay in full for your pet's spay or neuter.