



**Dear pet owner,**

Your pet is scheduled for an operation under anaesthesia.

To ensure that everything around the appointment runs smoothly and as safely and comfortably as possible, please read this information sheet carefully and follow the instructions.

If you have any further questions in advance, please let us know as soon as possible.

1. Please note that your pet must be **fasted** for every anaesthesia! This means that no more food may be given from 10-12 hours before the procedure! Water may be drunk. Cat milk or similar liquid foods are considered food and are not permitted!

2. If your pet has to take **daily medication** (e.g. heart or thyroid medication) or is injected (e.g. insulin), please discuss with us in advance whether and how it should be given on the day of the procedure.

3. Please take your dog for a **short walk** before the procedure so that he can do his business. It is - also for your dog! - neither pleasant nor hygienic if she defecates during the operation or in the recovery room. Please note, however, that on the day of the operation it is not advisable to exercise your dog either before or after the operation.

4. Please bring your cat in a **sturdy transport box**. Wicker baskets, bags, rucksacks or harnesses and leads are inappropriate.

5. Please keep your dog on a solid leash with a **collar or harness that fits well and securely**.

6. If your pet has health or surgical insurance, please clarify with your insurance company in advance whether the costs of the procedure will be covered.

**Please note that regardless of this, the invoice for the procedure must be paid directly when the pet is picked up.**

Please also inform us in time if the insurance company has specific requirements regarding diagnosis, treatment and similar details on the invoice and/or if they require a detailed operation or medical report.

7. If you wish further diagnostic (e.g. blood tests or x-rays) or therapeutic measures (dental treatment, claw or coat care) to be done during anaesthesia in addition to the planned procedure, please let us know in advance so that we can take these into account in our scheduling. Depending on the time required and the number of other appointments, we cannot guarantee that this will be possible, but we will do our best to fulfil your wishes.

8. Please make sure you arrive **on time** for your appointment! Our surgery times are precisely planned, and we do not want pets and their owners to wait longer than necessary and procedures to be carried out in a rush.

9. If you are unable to keep the appointment, please cancel at least 24 hours in advance. If you do not cancel your appointment or cancel late due to your own fault (animal not fasted or similar), we will charge you a cancellation fee of 20% of the estimated surgery price.

Thank you for your cooperation and understanding!