

## **After Hours Pick Up Policy**

At Central West End Veterinary Hospital, we strive to provide convenient and comprehensive care for all our patients while respecting the time and dedication of our staff. To balance these needs, we have established the following policy regarding after-hours pickups:

### **Hospital Operating Hours:**

- Our hospital operates until 5 PM on weekdays and until 2 PM on Saturdays. It is important for all pickups to be scheduled within these operating hours.

### **After-Hours Pickup Fee:**

- In instances where a pet is picked up after their scheduled pick-up time or after our closing time of 5 PM on weekdays or 2 PM on Saturdays, an after-hours pickup fee will be applied. This fee is \$50 for every 15 minutes past our closing time.
- The after-hours pickup fee is implemented to cover the additional staffing costs incurred outside of our regular operating hours. Our team is dedicated to ensuring the well-being of your pet, even beyond our standard hours, and this fee helps to compensate for their extended time and care.

### **Avoiding After-Hours Fees:**

- To avoid incurring the after-hours pickup fee, we encourage all pet owners to adhere to our specified pickup times. We understand that schedules can be unpredictable, and we will work with you to set a pickup time that helps prevent any additional charges.
- We greatly appreciate your understanding and cooperation with this policy. Adhering to our closing times not only helps you avoid additional fees but also supports the well-being and work-life balance of our dedicated staff.

Your cooperation and understanding are essential in helping us maintain the highest quality of care for your pets while ensuring the sustainability of our services.