



Animal Surrender Policy

We understand that surrendering your animal is a difficult decision and that you are considering entrusting us with your animal.

Once you have carefully considered and decided to surrender your animal, we ask you to please read our policy we have set out to manage your expectations following surrendering your pet and how the process works.

- We will ask you to provide as much information as possible about the animal's history to help us build a picture of their health and temperament to help us with caring and rehoming them with the most suitable home possible.
- We will also ask that you sign an animal surrender form and read the terms associated with this set out in this policy.
- You may ask for updates about your pet after surrender, but we will not always be able to fulfill this request, we also will not be able to provide photos of your surrendered pet.
- We sometimes will need to place our animals in temporary foster homes whilst waiting for a permanent home, this can be due to a variety of reasons including the need for making space for other animals in need, also foster homes help enrichment and encouragement and ultimately the best chance of being successfully rehomed permanently.
- Whilst we understand you may want to know how your pet is progressing, we do encourage a clean break from your surrendered pet as seeing photos of them and knowing their journey can be upsetting for you.
- Once surrendered you will not be able to request the animal be returned to you even by means of readoption, this is to protect the best interests of the animal involved as this can be very confusing and disruptive for the animal.

- If upon surrender you wish to donate any toys, bedding, litter, or anything associated with your animal we will be grateful and happy to take these also.

If you have any questions about our policy or wish to discuss this further then we are more than happy to assist and have a discussion with you.