

Frequently Asked Questions

Q: What animals do you accept for the quarantine service?

A: Currently we only accept cats for our quarantine service.

Q: Do you need to be a member of the SPCA in order to use the quarantine facility?

A: Yes, the Tsing Yi Quarantine Centre only serves SPCA members. An annual membership will be HK\$300. [Click here](#) to become a member or find more details on the special offer for our membership. Please provide an authorisation letter to us if you need to authorise another person (agent) to handle the quarantine facility bookings.

Q: How long is the quarantine period for cats?

A: It depends on the country/place the animal(s) come from, the health assessments taken and their vaccination records. If the animal(s) is/ are coming from Group IIIA/ B, the quarantine period for the cat(s) typically lasts for 30 days to 120 days.

Q: Can I visit my cat during the quarantine period?

A: Yes, visiting is allowed by the owner or appointed representative(s). Up to three people are able to visit and pre-registration is required.

Q: Can I interact with my cat during the visit?

A: Yes. There is an exercise area for you to interact with your pet. Please note that the exercise area only allows one cat per time. You may need to queue up for the area if there are multiple visitors waiting to use it. Please see our Introduction to Quarantine Service document for details.

Q: How much is the detention fee?

A: For cat(s) imported from Group IIIA countries/places – HK\$300 for each cat per day
For cat(s) imported from Group IIIB countries/places – HK\$200 for each cat per day

Q: What other fees will be charged during the quarantine period?

A: The above-mentioned detention fee includes feeding, daily general cleaning and disinfection of the room, as well as security service for your pet. Owners are advised to make the necessary arrangements for grooming and veterinary care for their pets during quarantine and be responsible for the fees induced.

Q: My cat needs to take medication regularly; will the staff help me to administer medication to my cat?

A: Yes, our professional team are happy to help with basic medication administration. Please provide us with clear instructions and the frequency of administration required.

Q: If my pet is running out of medication during the quarantine period, could the SPCA vet dispense medication for it?

A: We can provide medication-related services as appropriate, if supported by medical records. Examination by vets might be required.

Q: If, unfortunately, my cat passed away during the quarantine period, may I collect my cat's body?

A: We feel sorry for your loss should this unfortunate incident occur. At the same time, we shall follow the standard quarantine procedures of AFCD, which requires a mandatory rabies investigation by AFCD, and the carcass will be disposed of at AFCD discretion.

Q: Can I arrange my own groomer to do grooming for my cat during the quarantine period?

A: No. However, you may rent our grooming room to groom your cat yourself, or our professional groomers at our Hair Force salon are always happy to assist! Advanced bookings are required.