

SPCA JOCKEY CLUB CENTENNIAL CENTRE (TSING YI CENTRE)

Introduction to Licensed Quarantine Centre (LQC)

Animal Admission

On arrival at the Licensed Quarantine Centre (LQC), the animal will be placed in its assigned accommodation. It is important that you provide a correspondence address and contact information including phone/mobile numbers and email as available, in case LQC staff need to contact you regarding feeding, health problems or any emergency matter involving your animal.

The LQC is not responsible for the safekeeping of animal containers, toys or any personal belongings left at the LQC, these items will be left at the owner's risk, and the LQC, its staff or management would not be held responsible.

The LQC has its own veterinary team available from Monday to Saturday (during business hours) to provide treatment which may be considered necessary by the owner/agent or by the staff in charge of the facility.

Owners are responsible for any fee arising from such treatment. Alternatively, if the owner or authorised agent/representative wishes to designate a private registered veterinary surgeon outside SPCA Tsing Yi Centre for his/her animal(s) treatment, the owner needs to notify the facility in advance. Additionally, the owner/authorised agent will need to organise transfer to the clinic of designated veterinary surgeon of choice and will be responsible for any fee arising from this arrangement, including but not limited to: transportation fees, quarantine escort fees and any fee or charge raised by the private veterinary surgeon. SPCA will be responsible for informing Agriculture, Fisheries and Conservation Department (AFCD) if a quarantined animal needs to be transferred outside of the quarantine facility for urgent medical treatment.

Services provided

The LQC provides general cleaning and disinfection of the living environment, security and feeding services for your pet. For additional grooming or veterinary care for animals in quarantine owners are advised to make the necessary arrangements for these and will be responsible for the relative fees.

Visiting your pet

Pets in quarantine may be visited by the owner or appointed representative(s) whose name(s) and identifying information must be registered by the owner in the "Animal Owner Declaration" in advance. The visiting hours are from 10:00 am to 12:00 noon and 2:00 pm to 4:00 pm daily including public holidays. The LQC will not be open whilst Typhoon Signal No.8 or above/Black Rainstorm/Extreme Conditions Warnings are hoisted. Visitors on arrival at the LQC must sign in and note the time of arrival. On departure from the LQC they must also sign out and again note the time of departure.

Visitors must not come in contact with animals other than their own in any manner. Giving food or medication to any animals other than their own is strictly prohibited. Contact between animals is also not allowed.

Communication

It is important that owners of animals communicate clearly with LQC staff to facilitate understanding of any specific need your pet may have. If you have any concerns or your pets have special requirements, please discuss these with the LQC customer service staff.

Owners must notify the LQC in advance if they are away from Hong Kong during the quarantine period and are responsible for leaving up to date contact details to facilitate communication as required. Additionally, owners must provide at least one local emergency contact who can handle matters related to their animal on their behalf if necessary while they are away from Hong Kong.

Animal Accommodation

Cattery

The LQC provides different sizes of air-conditioned rooms for cats. Rooms are cleaned daily and disinfected on a regular basis. A litter box and other essential utensils are provided for each cat. Owners may bring their own pet bedding or other items for the animal, but these remain the responsibility of the owner. Our staff will advise the owner if they detect any problems with these items.

There is an exercise area within the cattery room. This can only be used by one animal at time. If more than one owner/agent/appointed representative wants to use the exercise area, it is necessary to take turns and the time available for each may be restricted by LQC staff. Owners/agents/appointed representatives of cats are welcome to discuss and arrange amongst themselves the schedule of the visit to avoid conflicts over the use of the exercise area or may ask the staff in charge of the cattery to help arrange this.

SPCA JOCKEY CLUB CENTENNIAL CENTRE (TSING YI CENTRE)

The size of the cattery followed the rules and regulations by AFCD. SPCA provided two types of catteries: condo and the walk-in cattery. The type and size of room provided will depend upon availability at the time.



Feeding

Cats will be fed on commercial dry food provided by the facility. Any alternative to this diet will need to be supplied by the owner. The daily detention fee will not be adjusted even if the owner supplies his/her own pet food.

Grooming

Owners are responsible for the grooming, bathing, hair clipping and other special services or cosmetic attention for their animals. The LQC has its own grooming team which can provide grooming services for the quarantined animals. All grooming services are at the owner's expense. Owners can also rent a dedicated grooming room if they would like to do this by themselves.

Veterinary Attention

The provision, arrangement of appointments and cost of veterinary care to individual animals are the responsibility of owners. The LQC has its own veterinary team available in-house. Owners need to ensure their cats are fully vaccinated against common infectious diseases before they can be admitted for quarantine in addition to compliance with the import requirements. These are Herpesvirus, Calicivirus and Parvovirus for cats (FRCP). A physical check-up with a veterinary surgeon is encouraged as soon as practicable when animals first arrive at the LQC, extra fees will be applied. It is for the owner to arrange this directly with our staff. Owners should take this opportunity to obtain general advice and recommendations from the veterinary surgeon when the animal is being examined regarding treatment, care and preventative medicine for the control of parasites and other diseases while the animal is in quarantine.

Our staff will conduct regular checks on the animal. If we are concerned that the animal may require attention from the veterinary surgeon, we will firstly try to contact the owner or agent and ask him/her for their instructions. If the condition appears to be urgent and/or the owner/agent is not immediately contactable LQC staff have the authority to call our in-house veterinary surgeon directly. The owner will be responsible for any additional fees incurred for this service. In the unlikely event where the animal needs to be transferred to hospital (either SPCA 24-hr veterinary hospital in Wan Chai Centre, or any private veterinary centre of choice, the owner is responsible for all additional charges occurred, including any transportation and quarantine escort fees.

For animals who are aged 10 years old or above and/or with pre-existing health problems, the owner must provide a full medical history, preferably in English or Chinese, when booking our quarantine service. These animals are required to be checked by a veterinary surgeon at least once every 2 weeks for signs of illness and an additional fee of HK\$170 will be applied at each check during the quarantine period (which should be paid in advance).

In the unlikely and unfortunate event where the animal should die during the quarantine period, a mandatory rabies investigation will be carried out by AFCD, and the carcass will be disposed of at AFCD discretion.

Fees

Owners are required to be the SPCA membership to book our quarantine facility, an annual membership fee is HK\$300. Once the booking is accepted, the quarantine space will be reserved for 1 week. Full payment of the detention fee and the necessary fee of the whole quarantine period is required to secure the booking. Additional fees incurred during the quarantine period, for example grooming, other veterinary or transports services must be paid at monthly intervals, an invoice will be issued to the owner or authorised agent/representative.

In all cases no animal will be allowed to leave the facility before all the fees are duly paid. Death or abandonment of the animal during the course of detention in the Centre will not prejudice the right of our department to the recovery of any outstanding detention fees from the owner or his/her authorised agent.

Schedule of Detention Fees is as follows:-

For each quarantine cat:

- I. Cats imported from Group IIIA - HK\$300 per day or part thereof for;
- II. Cats imported from Group IIIB - HK\$200 per day or part thereof for

(Remark: The fees are subject to revision from time to time and other fees such as veterinary consultations/treatment, grooming, and other services are not included in the detention fee and owners/agents of the animals should pay separately. Any fees incurred outside LQC for example fees to a private veterinary surgeon must be settled at the time by the owner or his/her authorised agent/ representative directly.)

Animal Release

When the animal is ready to be released, a HK\$170 pre-release vet checkout fee will be applied, and a letter will be sent to the owner notifying him/her of the release date. On rare occasions it may be necessary to extend the quarantine time, but this is unusual.

All belongings such as shampoo, towels, combs, toys, medicine etc. must be removed by the owner or the authorised agent upon the release or transfer of the animal. All items left behind will be disposed of by our staff without further notice.

Our Centres and Office Hours

SPCA Jockey Club Centennial Centre

Address: 38 Cheung Fai Road, Tsing Yi

Tel : 2232 5555

Office Hours for the Centre:**

9:00 am-1:00 pm and 2:00 pm – 6:00 pm; open daily including Sundays & Public Holidays

****Please kindly note that the office hours of the LQC are different from the visiting hours for your animal in quarantine.**

--END--

The Animal Owner / Agent *signs to acknowledge the receipt of this introduction (total 5 pages)

Signature _____

Date _____

*Delete as appropriate

(This is signed when the animal is admitted to the Licensed Quarantine Centre)