

Frequently Asked Questions

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

A: Currently we accept both cats and dogs 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/ dogs?

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, the quarantine period will be at least for 30 days while for Group IIIB, the quarantine period will be at least 120 days.

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

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

Q: Can I interact with my pet 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/ dog 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

For dog(s) imported from Group IIIA countries/places – HK\$350 for each dog per day

For dog(s) imported from Group IIIB countries/places – HK\$300 for each dog 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 pet needs to take medication regularly; will the staff help me to administer medication to my pet?

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 pet passed away during the quarantine period, may I collect my pet'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 pet during the quarantine period?

A: The answer is No, only pet owner or SPCA authorised staffs can enter the quarantine area. 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.