

We appreciate your commitment to your pet's health by making use of our pet taxi service! We hope this service improves your pet's life by making veterinary care easy and convenient. Our goal is to provide the best medical care possible to your pets and the best customer service possible to you. We have partnered with Four Paws Pet Sitting to create a convenient and safe means of transporting your pet to and from our clinic.

Frequently Asked Questions:

Who will be transporting my pet?

We have partnered with [Four Paws Pet Sitting Services](#) to provide this service. With over 10 years of experience in in-home pet sitting in the Cary and Apex area, this group of pet professionals specializes in caring for pets in the pet's home while their owners are away. Their pet taxi was primarily used for grooming and kennel visits in the past, but they are expanding to include veterinary visits with us here at All 4 Paws Animal Hospital. The transporters are responsible, mature pet care professionals that are fully bonded and insured. Background checks are mandatory every year for transporters on our service. You will meet your pet's transporter prior to their first pick up.

How will my pet be transported?

We require all pets to be restrained during transport, either in a carrier, on a harness or leash, or using a pet seatbelt. The transport vehicles are large enough to accommodate any size dog or cat. If you do not have a pet carrier or harness, we will provide one for transport.

How do I schedule a transport?

Before your pet's first transport through our service, the professionals from Four Paws Pet Sitting Services will complete a brief "meet and greet" visit with you and your pet in your home. At that time, we will have you complete some paperwork and also designate the area in your home where your pet will be for pickup and where you want them placed in the home for drop off. We will also designate an area for the transporter to leave important paperwork for you and any medications your pet goes home with. To schedule this initial visit as well as schedule your first transport appointment, call us at All 4 Paws Animal Hospital (919) 267-9315. Pet transport is available for healthy pets or pets with minor illnesses only, and cannot be used for emergencies or pets with life-threatening disease. Transport visits are only scheduled on **Tuesdays, Wednesdays, and Thursdays.**

When will my pet be picked up?

Pets will be picked up between **8am and 10am** on the morning of their visit to All 4 Paws. Sorry, we cannot guarantee specific pick up times. They will stay with us in our comfortable pet accommodations during the day with a nice soft bed, food (if appropriate) and water, and a litter box (for cats). We will take dogs out for potty breaks during the day before they are picked up to go home.

Do I have to be home when my pet is picked up or dropped off?

No. This service is intended for our clients who are not home during the day to bring their pet into our office for an appointment. However, it is also a convenient option for anyone who is short on time! Our transporters will ensure that your pet and your home are safe and secure after every pickup and drop off.

When will my pet be dropped off in my home?

Pets will be returned to their homes between the hours of **3pm and 5pm** the same day. Sorry, we cannot guarantee specific drop off times. Your pet will have an opportunity to relieve itself before it is put into your home to prevent "accidents". Our pet transporter will then alert you by email, text message, or phone call that your pet has been returned to your home.

How much does it cost?

The cost of a transport is **\$30 for round-trip**. If you are able to pick up or drop off your pet and only need our transport service "**one-way**" the cost is **\$15**. The cost of the transport will be included on your invoice from All 4 Paws and we can take your payment over-the-phone or keep your credit card information on file. Sorry, we do not accept personal checks. We require payment of the All 4 Paws invoice before we release your pet for transport back to your home.

How far in advance do I have to schedule the transport service?

Before your first transport service, we need 72 hours advance notice so we have time to complete the initial "meet and greet" visit with your pet's transporter. Thereafter, we need only 24 hours advance notice to schedule a transport visit. Please be aware that there is a **\$10 cancellation fee for transport service cancelled less than 24 hours in advance**.

Happy Tails For Life!

