

Handing over an animal – frequently asked questions

We understand that it can be a very big decision to ask us to rehome your pet. Please be assured that we are here to make sure that your pet will receive the best care and find a loving new home that they need.

What do I need to do?

Register first to be on our waiting list, then once we have a space available we will ask you to fill in a questionnaire to tell us a bit more about your pet. This is so we can help them settle in at the Home as well as help us find them a suitable home.

How long will it take to get a space?

That depends on spaces available – we are usually at full capacity so as soon as an animal is scheduled to be adopted we look to offer a space to the next on the waiting list. If your request is urgent, please do let us know. We also recommend contacting other rescue organisations to assist with rehoming of your pet.

Do I have to pay to handover my pet?

We do not have a handover charge, however we will ask for a donation which goes directly to the care of all our animals.

What will the handover appointment be like?

The handover appointment takes place in a private room. First we will process the paperwork and will let our Animal Care Team know that you have arrived. Our Behaviour Team may need to chat through your pet's details with you. Please allow around 30 minutes for your appointment. An animal carer will then take your pet to their prepared kennel or pod – you will not be allowed to go with them as this may cause stress for your pet.

What should I bring with me to my appointment?

Please bring your pet – cats and small pets should be in a secure carrier, which can be returned to you.

Bring all paperwork connected to your pet – breeder's certificate, vet's vaccination papers, passport etc.

Bring any medication that your pet has.

You are welcome to leave with us any of their pet items. Unwashed bedding is useful to help them settle in their first few days.

I'm worried about them being in kennels/catteries

That's understandable – we know that change is difficult for pets. We provide a steady routine which is very reassuring for animals, as well as many home comforts. The kennels and catteries are heated, they all have beds and toys. Our staff are trained to high welfare standards, and every animal has a veterinary check-up, so we can treat any health issues or injuries.

Will I be able to come and visit them?

No. It is best for your pet that they do not see you in the Home – they are settling in and getting to know the animal carers and their potential new adopters. Seeing familiar people can be distressing or confusing.

How will I know that they are OK? Will you tell me when they are adopted?

You are welcome to call or email and we can update you about their progress. Most animals that come into the Home will take a few weeks to go through routine veterinary care and behavioural assessment, so don't be alarmed if we don't have much to update you on.

What if they are not adopted soon?

As long as your pet is healthy and happy they will stay with us until we find them a home, however long that may take.

All animals will be given a chance to settle in before having a full assessment with our Behaviour Team. If they need any training or socialisation then we will work with them to improve their chances of being adopted.

However, we have to accept that we cannot help every animal. Therefore, there are a few exceptional circumstances where an animal will be put to sleep:

1. On veterinary advice for reasons of severe ill health or accident
2. If an animal is proven to be a danger to humans or other animals by reason of repeated and/or incurable aggressive behaviour
3. For any exceptional reason and only after reference to the Executive (Trustees) Committee

Can I keep in touch with their new owners?

We are not able to provide you with information on new owners and we will not provide them with yours. We want to give all rehomed animals the best new life possible, and having familiar people visit can be stressful and confusing.

What if I change my mind? Or if I find them a home somewhere else?

If you change your mind, or find alternative arrangements, then please let us know so we can give the space to another animal in need.

Once you have handed over your pet they are legally under our care and ownership, so you cannot take them back.

I'm worried I will see them in my local area

Cats are not rehomed in the area they are from so they should not wander back to your house. We can also ask that dogs are not re-adopted in your local area – please discuss this at your appointment if you are worried.

If you have any further questions about handing over an animal, please get in touch.

Bath Cats & Dogs Home

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Registered Charity Number 205594