



After-Hours Appointments & Contact

Our after-hours services are limited to:

- Progesterone testing
- Artificial inseminations, including vaginal inseminations and transcervical inseminations (TCI)
- Semen collections for fresh-chilled shipments

After-hours appointments are subject to staff availability and must be arranged in advance. Availability is not guaranteed.

After-hours and holiday fees vary depending on the service. Applicable fees will be provided when the appointment is arranged and are prepaid and non-refundable.

After-hours service is available only for the procedures listed above. Routine appointments, administrative requests, paperwork preparation, account questions, and other services are handled during regular business hours.

Our after-hours service is not an emergency veterinary service. If your dog requires urgent medical care, please contact an emergency veterinary hospital.

Scheduling Requirements

The following must be completed by 4:00 p.m. Pacific Time on the business day preceding the weekend or holiday:

- Appointment arrangements must be confirmed with our office
- All required authorization forms and other paperwork must be completed and submitted
- All applicable charges, including after-hours or holiday fees, must be paid

For a standard weekend, the deadline is 4:00 p.m. Friday. If our office will be closed on Friday or before a holiday, the deadline is 4:00 p.m. on the last business day our office is open.

Submitting a request, leaving a voicemail, or sending an email does not confirm an appointment. The appointment or weekend arrangement must be expressly confirmed by our office before the deadline.

Requests received after the applicable deadline generally cannot be accommodated and will be addressed on our next regular business day.

Fresh-Chilled Shipments

We do not have a courier available to collect packages from our office on weekends and holidays, therefore the person bringing the stud must take the package to a FedEx Ship Center. Weekend and holiday Express Drop-Off times vary and may be earlier than normal weekday cutoff times, so the appointment must allow enough time for collection, processing, packaging, and delivery to FedEx.

FedEx does not transport or deliver packages on Sundays. Packages tendered on Saturday or Sunday will therefore remain in transit for at least one additional day, which can negatively affect sample quality. Clients should confirm drop-off times and expected transit with FedEx before scheduling.

Contacting Us After Hours with Progesterone Results

If you expect to receive progesterone results over a weekend or holiday and may need to schedule an artificial insemination based on those results, you must contact us before the applicable 4:00 p.m. deadline.

When arranged and confirmed in advance, our on-call staff may be available by email to review the results and coordinate an after-hours appointment. A tentative appointment or scheduling plan may be established before the results are available, with the exact appointment time confirmed afterward.

The client must provide the estimated time the results are expected. Our email will be checked periodically around that time but is not monitored continuously or 24 hours a day. Please allow the on-call staff sufficient time to review and respond to the results before following up.

Weekend email availability is limited to the specific situation arranged in advance. Emails sent over the weekend without a confirmed arrangement may not be reviewed until the next regular business day.