

## Am I able to adopt a pet from the Humane Society of Boulder Valley?

The Humane Society of Boulder Valley has resumed adoptions and is excited to help you find your new companion! Our adoption process has been amended to adhere to social distancing and stay in place orders to keep you and our staff safe.

Our Virtual Adoption Center accepts online applications 7 days a week, from 11:00 a.m. - 6:00 p.m. We are unable to accept applications or inquiries outside of these hours. Once you have submitted your application, our team will contact you if you are the first applicant for the animal you applied to meet (we will not contact you if you are not "first in line"). Please note, we are not open to the public for visitation without an appointment.

Because of the resources this appointment service requires, there is a \$20 fee for adoption appointments. This fee also reserves an animal for you until your appointment window, preventing adoption by another party, and is not applied to your adoption fee or your spay/neuter deposit. These fees also help provide lifesaving care for the animals at HSBV. Thank you for your support!

## How do I schedule an appointment for adoption?

You can view animals currently available for adoption on our website. Our website is updated in real time with available animals. If you are interested in adopting an animal you see, please submit an Adoption Questionnaire, found on our website. Once you have submitted your application form, a member of our Adoption Center team will contact you to review your application and schedule your appointment only if you are "first in line" to meet an animal. Please be prepared to answer the phone number you list on your application between the hours of 9am and 6pm. If you do not answer your phone or return our call within two hours, we will continue with scheduling other applicants who may be interested in the same animal you applied to meet and we will not continue trying to reach you. We also ask that you be prepared to schedule your appointment within 72 hours of submitting your application, appointments will be scheduled day time business hours.

## What happens after I've submitted my questionnaire?

After your questionnaire has been submitted, and you are the first application for that animal, an Adoption Center staff member will call you to schedule an appointment. Please see the previous question regarding appointment scheduling for details.

Once we've worked together to determine a potential candidate:

- **Dogs:** Our staff will provide an outdoor meeting space for you to get to know them.
- **Cats and Small Animals:** Our team will provide videos, pictures, and potentially a video chat meeting for you to get to know a cat "virtually" before coming into the shelter for your appointment to complete adoption paperwork.

We will complete your adoption with payment and an e-signature to make everything official! Adoption fees (and spay/neuter deposits) are due in full at the time of paperwork completion. We ask that these fees are paid using a debit or credit card. As always, the Humane Society of Boulder Valley remains dedicated to our Satisfaction Guaranteed policy; if you adopt an animal from HSBV and discover that you are not compatible due to behavior concerns or medical issues, or lifestyle fit, you may return your pet to HSBV.

## How long will this new adoption process take?

Our updated adoption process can involve multiple phone calls over several hours to several days, but we hope to match you with a future companion as quickly as possible. We appreciate your patience as we navigate this new program helping pets find loving homes during this crisis.

## Can I place a hold on an animal I am interested in adopting?

If you are contacted by an Adoption Center staff member following the submission of your application, we will charge a \$20 appointment and hold fee that will ensure the animal you wish to meet is held until your appointment window, helping provide care and resources while they are with at HSBV. This fee is not applied to your adoption fee, and is not refundable should you choose not to adopt. Our team will work with you to identify suitable candidates based on your application submission, it is our sincere hope that we connect you with the best fit possible and that your match will lead to adoption!

## What are your adoption fees?

The adoption fee for each animal varies and is dependent on many factors including age, size, behavior, medical condition and public demand. Our adoption fees help to offset the cost of evaluation, housing, feeding and medical care for the thousands of animals that need our help. We do our best to keep our adoption prices reasonable while generating critical revenue to support the resources needed to provide care for the animals at HSBV. Your adoption fees and additional donations leave a legacy of care for the animals who will follow in your footsteps, looking for their loving homes.

- **Dog adoption fees range from \$49 to \$499**
- **Cat adoption fees range from \$10 to \$199**
- **Small Animal adoption fees range from \$5 to \$149**

We appreciate your flexibility as we navigate our remodeled adoption process and help you find an animal companion!

