



## **Registration FAQs**

- Do I have to register my pet?
  - Yes, all pet owners have to register their pets, except for fish.
  
- My pet has just arrived at KAUST, how long do I have before I need to register my pet?
  - All pets (excluding fish) must be registered within a maximum of 5 (five) days of arrival in KAUST, in order to receive a KAUST Pet ID card.
  
- How long is the registration valid for?
  - The registration is valid for one year.
  
- How much does pet registration cost?
  - There is only a fee associated with the registration of cats and dogs.
  - From 9 September 2018, until 31 October, registration for cats and dogs will be free. After 31 October 2018, the annual fee is SAR 150 (cats and dogs only).
  
- What does the 150 SAR annual pet registration fee pay for?
  - Pet ID tags-cats and dogs only
  - Veterinary supplies and equipment
  - Improvements to pet services and facilities
  
- Do I just fill out and take the Pet Registration form with me to my pet's appointment at the Vet?
  - No, first you would submit the Pet Registration Form and a photo of your pet to [PetCare@kaust.edu.sa](mailto:PetCare@kaust.edu.sa) for processing, then book your appointment at the vet.
  
- I've lost my pet's ID tag, what do I do?
  - If you have an appointment scheduled at the Vet to complete the new registration process, the Vet will provide you with a new pet ID tag.
  - If you have already completed the new registration process for your pet and lost its new pet ID tag then send an email to [petcare@kaust.edu.sa](mailto:petcare@kaust.edu.sa). They will arrange for a member of the Pet Care Team to have a new Pet ID Tag for you to pick-up at the Vet or send you a new one.
  
- Can I make an appointment for all of my pets to be seen at the same time?
  - You need to book individual vet appointments for each animal (patient).
  - Note, when booking an appointment be sure to select each service needed so the total amount required for your appointment will be blocked out on the vet appointment calendar.



- I need to book an appointment for multiple vet services that total 60 minutes. But I only see 5-minute time slots available in the online appointment booking system. Do I have to book 5-minute appointments individually to reach the 60 minutes?
  - No. Select an available appointment time, this will be the arrival time for your appointment. Once you have completed your appointment booking, the total time required for all of your selected services for the appointment will be reserved for you and blocked out on the scheduling calendar.
  
- It won't let me finish booking my vet appointment online, what's going on?
  - If the total time needed for your appointment conflicts with an already scheduled appointment you will need to choose a different time/day to book your appointment.
  
- What happens if I don't register my pet in time?
  - Failure to register a pet within the stipulated timeframe, will result in a fine of SAR250, and you will be required to register the pet within a maximum of 5 (five) days from the receipt of notice of the fine.
  - Your pet will be unable to be seen by the vet if they are unregistered.
  - Unregistered animals are treated as stray animals if caught roaming without their owner or caught in a trap.
  
- I recently took my cat/dog to the vet; do I really need to make an appointment again with the vet here?
  - If you have recently completed the requirements below, you can submit documentation as evidence (in English), along with your registration form. The Petcare team will then review your documents for validity and compliance so that you receive your Pet Tag and Pet ID Card:
    - Medical check
    - Vaccinations
    - Neutering/Spaying
    - Micro-chipping
  - Please note, you still need to make a 10-minute registration/medical check appointment with the Vet to ensure your pet is fully registered in the new system.
  
- I already have two cats and one dog but I'm not allowed to register more than two of them, what can I do?
  - A maximum of two cats or dogs (or one of each) can be kept in housing units. In addition, residents may keep a maximum of two small indoor animals, like a bird or hamster. This maximum pet allowance amount is consistent with all previous



versions of the Ownership of Pets Guidelines. It is advisable to rehome any pets that exceed the maximum pet allowance for your housing unit. Please contact the Petcare Team for further assistance.

- Who do I contact for more information about the registration process?
  - Contact the Petcare Team at [PetCare@kaust.edu.sa](mailto:PetCare@kaust.edu.sa)
  
- What if I previously registered my pet with the Safaa Kennel & Vet Club - do I have to register again?
  - Yes. A new system has been implemented for pet registrations, so you will need to re-register your pet.
  - However, if you recently completed the following requirements with a vet, you can submit documentation as evidence along with your registration form. The Petcare Team will then review your documents for validity and compliance and provide you with your Pets ID Card:
    - Medical check
    - Vaccinations
    - Neutering/Spaying
    - Chipping
  - Please note, you still need to make a 10-minute registration/medical check appointment with the Vet to ensure your pet is fully registered in the new system.