Veterinarian Services FAQs

- How do I cancel my appointment with the vet?
    - If you need to cancel your appointment please notify the vet by email at vet@iacare.sa

- Does the vet offer on-call emergency services?
    - Yes, for Emergency Services send a message via WhatsApp to 0541352556.

- Will the vet be open later, like till 10 pm, and on weekends?
    - Commencing October 8, 2018, the Vet will be open on Mondays and Wednesdays from 3:00 pm until 7:30 pm and Saturdays, 10 am to 4 pm.

- 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.