

FAQs for AQC's revised visiting hours

1. Why is the AQC reducing its visiting schedule to three days a week?

AVS provides quarantine facilities and services at the Animal Quarantine Centre (AQC) for imported dogs and cats to safeguard biosecurity in Singapore. This helps to ensure that exotic diseases such as rabies are not introduced into Singapore via imported pets. Hence, to better safeguard and maintain a high standard of biosecurity, we are reducing the visiting hours to minimise any risk of potential disease transmission among our visitors and quarantined animals.

Pets due for quarantine release may be collected on the day of release, between 10AM and 12PM regardless if it is a visiting or non-visiting days, including public holidays.

2. My animal started quarantine prior to 15 June 2024. Will I be granted an exception to the revised visiting hours policy?

The revised visiting hours will apply to all visitors starting from 15 June 2024 regardless of the date when quarantine started.

3. Why has the AQC chosen to close the centre to visitors on the selected days i.e., Mondays, Wednesdays and Fridays?

AVS had carried out a study on visitorship traffic to the AQC where it was observed to peak on Saturdays, with pet owners visiting once to twice during weekdays. Hence, the visiting hours has been revised accordingly to minimise inconvenience to pet owners yet at the same time ensure that AQC's operations are streamlined to enhance biosecurity while serving pet owners.

4. Who will look after my animals when the centre is closed for visiting?

The AQC will continue to operate and provide care for our quarantined animals on a daily basis, even on days when it is closed for visiting. The staff on-site are trained to carry out animal husbandry duties which includes walking, feeding, watering and administration of medication (if required). The centre also has veterinarian(s) on-site who will monitor all quarantined animals during the quarantine period.

5. Will I get daily updates regarding the condition of my pet on days without visitation? What if something happens to my animals when the centre is closed for visiting?

If there are concerns arising from your pet, AQC will contact either yourself or your pet agent to provide details and to seek advice on your pet's condition.

If there is a need for pets to seek further veterinary attention, AQC will facilitate veterinary visits coordinated by pet owners on non-visiting days. We seek pet owners' cooperation to include a Singapore contact when applying for a quarantine space in AQC.

6. How do I contact the AQC for urgent matters if the centre is closed for visiting?

For urgent matters, you may reach out to us via our AQC Customer Feedback form. Please note that the feedback form is only available at the AQC's registration counter.

If there are urgent matters arising from your pet, AQC will contact either yourself or your pet agent to provide details and to seek advice on your pet's condition. If there is a need for pets to seek further veterinary attention, AQC will facilitate veterinary visits coordinated by pet owners on non-visiting days. We seek pet owners' cooperation to include a Singapore contact when applying for a quarantine space in AQC.

7. What happens if my pet is due for release from quarantine on a non-visiting day e.g., Monday.

Pets due for quarantine release may be collected on the day of release, between 10AM and 12PM. This remains the same on non-visiting days, including public holidays.

8. Can I book the grooming room and authorise a person just to bathe my pet during non-visiting days.

Grooming activities can only be done during visiting hours. You may book the grooming room in advance by approaching our staff at reception during visiting days.