

Payment Policy

Payment by credit or debit card is required when services are rendered. Forms of acceptable payment are Visa, Discover, and MasterCard. We DO NOT accept cash, checks, or American Express.

In the event the VTF is having technical issues and payments are unable to be transacted, we will either have you fill out a credit card authorization form to be processed later that day or we will contact you when the issues are resolved. Payment must be processed within 24 hours of notification.

Prescription Refill Policy

We require notification 1 business day before refilling any prescription.

This is to ensure that we have the medications in stock and to minimize wait times for scheduled appointments and for others who are being served at the VTF. In the event we are unable to refill your pet's prescription, we can provide a written prescription which can be filled online.

Drop-off Policy

We do not offer boarding at our facility due to limited space and mission requirements. Pets may be dropped off at the clinic and picked up at a later time for surgical procedures only.

Services Offered

Wellness exams	Annual Vaccinations
Health Certificates	Sick call appointments
Prescription refills	Product sales
Import/Export	Blood/Lab Testing
Preventive Medications	Routine Surgeries

The VTF is not available for pet emergencies, boarding, or grooming.



Emergency services

Unfortunately, the VTF is not equipped for emergency services for Privately Owned Animals. In the event of an emergency, we recommend seeking treatment at your nearest civilian veterinary clinic off base. Please see the following list of off base veterinarians in the area:

Recommended Off-Base Veterinarians

Yamec Animal Hospital

Hours: AM: 0830-1200 PM: 1600-1700

1-64 Uwamachi Yokosuka-Shi

(046)-821-3338

Takes appointments online

*Speaks English

After hour's emergency: call and leave a message; Dr. Kato will call you back once available.

Kawabata Animal Hospital (Iwato General Hospital)

Hours: Open daily AM: 0900-1200 PM: 1400-1830

1-11-15 Iwato Yokosuka-Shi

(046)-834—2757

[Http://www.kawabata -vet-jp/](http://www.kawabata-vet-jp/)

Speaks English

*After hours emergency: Call and leave a message; they have a veterinarian on call until 11PM but might not speak English. After 1100PM, the answering machine switches to Animal Clinic 24 Hour advice line which is only in Japanese.

Kawabata Animal Hospital (Otsu Branch Hospital)

Hours: Open daily AM: 0900-1200 PM: 1500-1830, CLOSED WEDNESDAYS

1-19-1 Ohtsu-cho

(046)-834—2757

[Http://www.kawabata -vet-jp/](http://www.kawabata -vet-jp/)

Speaks English

Hayama Animal Hospital

Hours: Open daily AM: 0900-1200 Holiday Open
CLOSED WEDNESDAYS

639 Horinouchi (046)-875—1199

[Http://www.hah.co.jp/](http://www.hah.co.jp/)

Speaks English

Call and leave a message. They have a Veterinarian on call until 2100 but they might not speak English

Tsuda Animal Hospital

Hours: Open daily AM: 0900-1200 PM: 1300-1900

5-4-11 Oyabe Yokosuka-shi

(046)830-5510

[Http://tsuda-vet.com/](http://tsuda-vet.com/)

Speaks Limited English

Open 24 hours for emergency: Call in advance prior to your visit. No English speaking veterinarians but they will try to accommodate you to the best of their ability. Japanese interpreter recommended.

Yamanaka Animal Hospital

Hours: Open daily AM: 0900-1200 PM: 1500-1900

1-10-5 Sahara Yokosuka-shi (046)897-3059

[Http://www.yamanaka-vet.com/](http://www.yamanaka-vet.com/)

Speaks Limited English

After hour emergencies: no English speaking veterinarian. If you have an interpreter, you will go to a different facility.

More information listed on website.

