

Frequently asked questions

Can I prepare in advance?

Yes. We have a pre-need program available to allow you to take care of all the details from your choice of services to payment so you don't have to worry about the details when the time comes. See our pre-need form under Contact Us.

Do you euthanize?

We do not euthanize, but we offer pick up services from your veterinarian following euthanasia. We also work closely with a wonderfully compassionate home euthanasia veterinarian. Visit <https://www.amarilloacuvet.com/> for more information.

What happens if my pet dies at home?

Wrap your pet snugly in a blanket and keep in a cool place until you can bring your pet to our facility. Pick up and after hours services are available if needed.

When can I drop off my pet?

Please visit our website for current hours. Emergency after hours and holiday service is available to allow us to respond immediately whenever you may need our services.

Should I choose cremation over burial?

With our society becoming so much more mobile, choosing cremation gives you the ability to take your pet's cremated remains with you if you move to another home. Pet cremation is an affordable and simple option that often did not exist in the past.

What happens during cremation?

Cremation is the process whereby your pet's body is reduced to bone particles and ash through the application of intense heat (usually 1400-1800 degrees Fahrenheit). Once cooled down, the bone particles and ash are processed into a fine, consistent ash.

Can my pet be cremated with favorite toys or blankets?

Due to environmental concerns, it is not recommended a pet be cremated in a casket or blanket or have other items that could emit toxins during the cremation processes. However, we do have a ceramic cremation companion that can be placed with your pet during the cremation process and returned with your pet's cremains as a source of comfort.

Will I get back my pet's ashes?

If you choose individual cremation we will tag your pet with an identification marker which remains with them throughout the cremation process. This allows us to be 100% certain that each pet goes back to their owner. If communal cremation is chosen, since pets are not identified and are cremated with other pets, it is not possible to get back their cremains.

What happens to the ashes of communal cremation pets?

Communal cremains are lovingly spread throughout our pet cemetery.

Do I need to purchase an urn?

Each pet whose remains will be returned are lovingly placed in a bag, and wrapped in velvet before being placed in a hand crafted wooden service urn. While we take great care in offering a pleasing way for your pet to return home, there are many other beautiful options. We have a catalog you may review if you prefer a more personalized urn.



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