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| **A black and white logo  Description automatically generated with low confidence** | **MOUNTAINEER SPAY NEUTER ASSISTANCE PROGRAM** |

*Dear «Customer\_first\_name»*

*We are very happy to enclose your* ***2025*** *M-SNAP Voucher(s) that will pay for the cost of surgery and a rabies shot. Many volunteer hours are involved in issuing and funding vouchers for your pet(s). In return, we ask that you read and check off the important instructions below as you go through the process. Thank you for being a responsible pet caregiver.*

* Contact one of the nine participating clinics listed on the enclosed M-SNAP Voucher. Ask for an appointment and give them your voucher number. **Your voucher expires in 90 days.**

* Then, ask “Are there mandatory or possible fees not paid by M-SNAP that I will have to pay when I pick up my pet(s)?” (parasite treatment, take-home pain meds, E-collars, doctor prescribed meds, etc). Additional charges vary by clinic and you must pay for all extras.
* If you cannot make the appointment, reschedule as far in advance as possible. Please be respectful of the M-SNAP volunteers and our partner clinics. If you are a NO-SHOW, you are preventing another animal from being spayed or neutered in this time slot. **Important: *Future appointments will be denied and your voucher will be revoked if you are reported as a “no-show” offender. Please don’t jeopardize M-SNAP’s relationship with the clinics.***
* If your dog or cat gets sick prior to surgery, please call the clinic immediately and reschedule your appointment. Also, remember to follow the clinic’s instructions concerning food and water before surgery. Surgery is risky - even for healthy pets–so please follow their instructions.
* After you have used the voucher, please call 304-985-0123, mailbox #6. Leave a message with the voucher number and the name of the clinic that did the surgery.

* If you cannot use the voucher, please call 304-985-0123, mailbox #6, and leave a message with your voucher number so we can reassign the funds to another deserving animal.
* If you need a time extension, call 304-985-0123 **BEFORE the voucher expires**, and leave a message with your name and phone number in Mailbox #5**.**

M-SNAP is an all-volunteer non-profit whose mission is to reduce pet overpopulation in Mon Co. M-SNAP would appreciate your support so we can continue to help the next pet caregivers. **Send a donation** to PO Box 4335, Morgantown, WV 26504 or online athttp://www.m-snap.org OR **donate, volunteer, and shop** at RETAILS**,** our thrift store located at 28 Commerce Drive in Westover, OR **register your Kroger PlusCard** at www.kroger.com/community/community-rewards and choose M-SNAP as your charity - PLEASE HELP SUPPORT M-SNAP’S VOUCHER PROGRAM!!