



# Aspen Arbor

## ANIMAL HOSPITAL

### **Saturday and Sunday Special Pickup and Drop off Guidelines and Agreement**

If your pet is scheduled for a special pickup or drop off on Saturday evening, Sunday morning or Sunday Evening, please follow these specific guidelines:

- Please arrive on time for your pet's scheduled pick up. This time has been reserved for your pet! If you do not arrive at your scheduled time, we will be unable to discharge or admit your pet until normal business hours. For example, if you're late for a 5:40pm Saturday special pick up/drop off time the next available time will be Monday morning at 7:30am. Also, please be aware that our kennel staff are unable to answer phone calls or emails while we are outside of our normal business hours (Please see hours listed below).
- Our times start at 5:30pm Saturday, 9:30am Sunday and 5:30pm on Sunday. Scheduled times run in 10-minute intervals. Some appointments take longer than 10-minutes. Please be patient!
- If you use our PetDesk App, you will receive a reminder notification of your scheduled Drop Off/Pick up time. If we have your email address, you'll receive an email reminder too! If you don't have our PetDesk App, it can be downloaded through iTunes, Google Play or anywhere you download apps for your phone.
- Upon arrival, Ring the doorbell located to the right of the front entry door. This rings through to the central phone system letting the kennel staff know you are here. They are expecting you, but this allows them to know that you have arrived.
- Please be patient! Our kennel staff are usually very busy preparing multiple pets for pick up and may be slightly delayed in getting to the front entry door!

#### **Early Pick up Guests**

- We have pet parents pre-pay for our early pick up guests at the time of drop off. This helps quicken the pick-up process allowing pet parents to get their pet home and spend some much needed time with them!

**Your Scheduled Pick Up/Drop Off Time Is:** \_\_\_\_\_

**Phone Number Where Person Picking Up/Dropping Off Can Be Reached** \_\_\_\_\_

**\*\*\*By Signing Below, I acknowledge I understand and agree to follow the Special Pick up and Drop off Guidelines.**

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**Pet Parent Signature**

**Today's Date**

**Date and Time of Special Pick up/Drop off**