



***** Starting August 6, 2017, ACCT Philly will admit healthy, non-emergency Owner Surrender pets by *appointment only* *****

Our Surrender hours are 12:00PM to 5:00PM

Walk-ins may take an available appointment slot if there are any for that day, however calling ahead is strongly recommended.

267-385-3800 x400

Why the switch to appointments only ?

- Owner surrender appointments help save the lives of animals entering our shelter. Appointments allow us to anticipate the daily volume of animal intake, meaning we can effectively prepare and avoid euthanizing to make space for incoming pets.
- Customers will receive personalized attention and receive more transparent service from our client service representatives.
- Appointments shorten the time spent in our busy lobby by fitting into your schedule.
- Pet Owner surrenders due to an owner's hardship or the animal's basic needs will be provided with resources that may prevent the need to surrender.
- It is important we collect as much information as we can about the pet to determine the best outcome for the pet.
- Finally, surrender appointments will allow us to give every customer the best service possible.