



**Arlington Heights
Animal Hospital**
847-593-1898

our veterinarians and staff treat you like family and every pet as our own

Dear Clients,

We understand the economic challenges of today and we can appreciate wanting and needing to save money. We also know it's tempting to shop with online pet stores or at your chain store pharmacy to save money. Online pet stores and chain store pharmacies can purchase prescription foods and/or medications in large quantities, which affords them the ability to offer slightly lower prices. We know this and we get it!

But we ask that you please remember:

- We are a small, local business.
- We employ your neighbors and friends.
- We support local community animal shelters and police departments.
- And we are doing everything we can to give back to our amazing clients.

It's true, we may never be able to compete fully with online companies or chain store pharmacies – but they will never take care of your pet(s) like we do.

So, to thank you for your trust and the opportunity to care for your pet(s), and save you some money, we are now offering a special loyalty program for those clients who purchase their pets' medications and prescription food directly from our Arlington Heights Animal Hospital location. It's called **VIPP Loyalty Program (Very Important Pet Person)**. The enrollment is free and the points will be redeemable for special discounts and services and save you money. It's true, loyalty has its perks!

We are happy and excited to kick off this program starting February 16th, 2026. Please see the attachment for program guidelines and enrollment. We sincerely thank you for supporting local business and for being a part of our Arlington Heights Animal Hospital family. We appreciate you and look forward to caring for your pet(s).

Warmest Regards,

Anita Kuhnle, DVM

Darin Flaska, DVM



Arlington Heights Animal Hospital

VIPP Loyalty Program

(Very Important Pet Person)

Enrollment is free but all pets must be kept current on their annual exam and vaccinations to be eligible. Complete the enrollment form and submit it to a receptionist at our front desk. You are now eligible to start earning loyalty program points and reap the rewards. It's that simple!

Earning Points: We are keeping it simple so you can begin redeeming points quickly. For every dollar you spend on medication and prescription food/treats, you get one point (i.e. you purchase one medication and one bag of prescription food or treats for \$127.00 and you will earn 127 points.)

These points will begin to accumulate and will be redeemable once you have reached various tier reward levels. **YOU** will be able to **choose how you spend your points** based on your pets' needs.

REWARD LEVEL

Tier One	150 points	Nail Trim	Receive \$17.00 discount
Tier Two	500 points	Technician Services	Receive \$25.00 discount
Tier Three	750 points	Urinalysis or Fecal Test	Receive \$30.00 discount
Tier Four	1,500 points	Blood Work	Receive \$40.00 discount
Tier Five	2,000 points	Annual Vaccines	Receive \$50.00 discount
Tier Six	3,000 points	Dental Cleaning	Receive \$75.00 discount

And the perks don't stop there! We'll give you **50 Welcome Points** as a 'thank you' for joining our VIPP Loyalty Program. So don't delay, start earning your points today!

Rules and Restrictions

- Medications and prescription foods must be paid in full at the time of service to receive points.
- Client account must be in good standing and cannot carry any outstanding balance amount.
- There is no expiration date and points are non-retroactive.
- Points earned are for medications dispensed to go home with the client only.
- Rewards cannot be combined with other discounts.
- Rewards can only be applied to future visits and may not be used during the same visit as which they were earned.
- Points are NOT transferrable.
- Arlington Heights Animal Hospital reserves the right to discontinue and modify the VIPP Loyalty Program at any time.

