



Pet Health Care Agreement

The Pet Inn has a long standing reputation for providing the very best care to our Pet Parents' companions. Based on this reputation and the trust our Pet Parents have in our company, we are happy to announce an additional service that underscores our continuing commitment to provide the highest quality of pet care.

Beginning February 1, 2013 The Pet Inn announces a new Pet Health Care Agreement that will reimburse our Pet Parents up to \$500 in eligible veterinary expenses for illnesses or injuries that occur due to their visit at The Pet Inn. The details of this new benefit for our Pet Parents' pets are presented below.

Which pets are covered?

All pets lodging at The Pet Inn or participating in The Pet Inn's Doggie Daycare program will be covered by the new Pet Health Care Agreement.

Eligible Expenses

Eligible expenses include diagnostic and/or treatment expenses provided by a licensed veterinarian that are directly related to an illness or injury that arises as a result of the pet's visit to The Pet Inn. This includes illnesses or injuries that arise during the pet's visit, or illnesses or injuries that become evident up to five days after the pet leaves The Pet Inn. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at The Pet Inn; age-related illnesses or injuries; injuries inflicted by pets in the same family; any diseases that are preventable through proper vaccination when a pet parent has chosen not to vaccinate or approved to vaccinate their pet in a timely manner; and natural disasters including (but not limited to) hurricanes, tornadoes, and floods. While The Pet Inn does not require pets to have a vaccination for canine influenza virus (CIV), this vaccination is strongly encouraged; and expenses related to the diagnosis and treatment of canine influenza are not eligible for reimbursement if the pet has not received proper CIV vaccinations.

Maximum reimbursement:

The maximum reimbursement is \$500 per incident, not to exceed \$1,000 per calendar year (January 1 through December 31).

Fee

The Pet Warranty is provided for a nominal charge of only \$1.50 per pet per day, which will be included automatically on the Pet Parent's invoice when payment is made for lodging or Doggie Daycare.

How to seek reimbursement

Pet Parents must follow these steps in order to request reimbursement for eligible expenses:

1. The illness or injury must be reported to the General Manager within five days of the pet's departure from The Pet Inn to qualify for reimbursement, and the pet must have been evaluated by a licensed veterinarian within these five days. Example: If the pet leaves The Pet Inn at noon on Monday, the Pet Parent must provide notice by noon on that Saturday.
2. The Pet Parent is responsible for paying all veterinary expenses directly to the licensed veterinarian or animal clinic. The Pet Inn will not make payment directly to the veterinarian. The Pet Parent must submit a copy of the veterinarian's diagnosis and treatment charges within two weeks of the pet's departure from The Pet Inn. The request for reimbursement should be submitted to the General Manager via email, fax, or hand-delivery to ensure the information is received promptly.
3. To be eligible for reimbursement, the Pet Parent is also required to make full payment to The Pet Inn for any lodging or doggie daycare expenses incurred during their pet's visit.
4. The Pet Inn may require a conference call with the treating veterinarian to learn more about the illness or injury or confirm that the illness or injury was not due to any pre-existing conditions. In these cases, Pet Parents must give their veterinarian authorization to speak to a Pet Inn manager regarding their pet's condition. Otherwise, the warranty will be void.
5. Within 10 days of receiving the request for reimbursement and a copy of veterinary expenses and diagnosis, The Pet Inn will mail a check payable to the Pet Parent to reimburse eligible expenses up to a maximum of \$500 per incident or \$1,000 annually in a calendar year (January 1 through December 31). If there is any question about the applicability or necessity of a diagnostic test or treatment, The Pet Inn will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined in The Pet Inn's sole discretion. The Pet Inn maintains the right to disqualify expenses that are not, in the opinion of our consulting veterinarians, directly related to the diagnosis and/or treatment of the pet's illness or injury.

Cancellation

The Pet Inn may terminate this Pet Health Care Agreement program at any time. If cancelled, The Pet Inn shall reimburse the Pet Parent for eligible veterinary expenses incurred during the period of time in which the Pet Health Care Agreement fee was charged to the Pet Parent.

Pet Parent's Acknowledgement

I understand the terms and conditions of the Pet Health Care Agreement. I also understand that this program will continue indefinitely until The Pet Inn notifies its customers of any changes to the terms and conditions.

Severability

If any part of this Agreement shall be deemed unenforceable or illegal or in conflict with the General Statutes of the State under which this Agreement shall be governed, then the parties agree that the portion of this Agreement deemed illegal or in conflict with the Statutes shall be void, but the remainder of the Agreement shall be valid and enforceable.

Print Name _____

Signature _____ Date _____