

## The Spotted Spa Retreat Healthy Pet Warranty Program

At The Spotted Spa Retreat your pet's healthy and well being is our first priority. We do everything possible to maintain a clean, healthful environment for all of our guests. But we recognize that putting pets together in a shared environment is a bit like putting kids together at a daycare, school, or camp. Germs and injuries happen.

That is why we created the Healthy Pet Warranty Program. The plans fees are \$4/day per pet. The plan's maximum coverage is \$400.00/pet per incident. A warranty program like ours is just one of the ways The Spotted Spa Retreat goes the extra mile for our guests, in offering you peace of mind with your pet's care.

While we do not allow aggressive dogs to stay at The Spotted Spa Retreat, fights can and will still occur. Every dog bites... even yours. It is also very possible for a puncture wound to happen while your pet plays. In the event of an injury to your pet, The Spotted Spa Retreat will contact your veterinarian and transport your pet there if needed. The Spotted Spa Retreat will always attempt to contact you or your emergency contact before providing any medical attention, where time warrants.

Contagious diseases this plan may cover:

- Kennel Cough – to a maximum of \$100
- Parasites where treatment is not controllable previous to contamination (excluding lice, ticks, mites, fleas, worms etc ) – to a maximum of \$50-\$100
- Gastrointestinal stress – to a maximum of \$200

Injuries this plan may cover:

- Body Puncture – to a maximum of \$300
- Ear tears/punctures – to a maximum of \$200
- Cut paws – to a maximum of \$100
- Fracture – to a maximum of \$350
- Cruciate/Ligament tear – to a maximum of \$400
- Accidental Ingestion - \$200
- Allergic reaction - \$100

The Spotted Spa Retreat Aunt that you speak with will file your claim with the Healthy Pet Warranty Program administrator. Each claim is reviewed individually. You can generally expect to hear back from the Program administrator within 10 working days from the date the claim is filed.

The Healthy Pet Warranty Program covers contagious illnesses that your pet may contract during his or her stay at The Spotted Spa Retreat. We do recognize that some illnesses have an incubation period so the plan's coverage is active for up to 10 days after your pet leaves The Spotted Spa Retreat.

To make a Contagious Disease Claim, you must:

1. Have taken your pet to the veterinarian for care within 10 days of your pet's departure from The Spotted Spa Retreat.
2. Contact The Spotted Spa Retreat within 14 days of your pet's check out from this facility.
3. Provide the Spotted Spa Retreat with a written diagnosis from your veterinarian regarding your pet's illness or injury
4. Provide the Spotted Spa Retreat with a copy of the veterinarian's bill showing a breakdown of all charges, and that the bill has been paid. The plan reimburses you directly; it does not pay your veterinarian.

In the rare instance that your pet is injured at The Spotted Spa Retreat, the Healthy Pet Warranty Program may also provide coverage. The plan will not cover injuries or problems that are congenital in nature such as but not exhaustively, hip dysplasia, elbow dysplasia, heart murmurs, cataracts, etc ...

To make an Injury Claim, you must:

1. Have taken your pet to the veterinarian for care within 24 hours of your pet's departure from The Spotted Spa Retreat.
2. Contact The Spotted Spa Retreat within 3 days of your pet's check out from this facility.
3. Provide the Spotted Spa Retreat with a written diagnosis from your veterinarian regarding your pet's illness or injury.
4. Provide the Spotted Spa Retreat with a copy of the veterinarian's bill showing a breakdown of all charges, and that the bill has been paid. The plan reimburses you directly; it does not pay your veterinarian.