



### **Pet Care Warranty**

Meadowlake Pet Resort & Training Center has a long standing reputation for providing the very best care for our clients' pet companions. Based on this reputation and the trust our clients have in our company, we are happy to have a service that underscores our continuing commitment to provide the highest quality of pet care.

Meadowlake Pet Resort & Training Center offers a Pet Care Warranty that is charged per day per pet that will reimburse our clients up to \$500 in eligible veterinary expenses for illnesses or injuries that occur due to their visit to Meadowlake Pet Resort & Training Center. The details of this benefit for our clients' pets are presented below.

#### **Which Pets are covered?**

ALL dogs and cats lodging, being bathed or groomed or participating in daycare or a training program at Meadowlake Pet Resort & Training Center will be covered by the Pet Care Warranty.

#### **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 Meadowlake Pet Resort & Training Center. This includes illness or injuries that arise during the pet's visit, or illnesses or injuries that become evident up to five days after the pet leaves Meadowlake Pet Resort & Training Center. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at Meadowlake Pet Resort & Training Center; age-related illnesses or injuries; injuries inflicted by pets in the same family; illnesses to pets whose vaccinations are not current; and acts of nature including hurricanes, tornadoes, and floods.

#### **Maximum reimbursement:**

The maximum reimbursement is \$500 per visit, not to exceed \$1,000 per year.

#### **How to seek reimbursement:**

Pet owners 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 Meadowlake Pet Resort & Training Center to qualify for reimbursement, and the pet must have been evaluated by a licensed veterinarian within these five days. Example: If the pet leaves Meadowlake Pet Resort & Training Center at noon on Monday, the owner must provide notice by noon on that Saturday.
2. The pet owner is responsible for paying all veterinary expenses directly to the licensed veterinarian or animal clinic. Meadowlake Pet Resort & Training Center will not make payment to the veterinarian. To be eligible for reimbursement, the pet owner is also required to make full payment to Meadowlake Pet Resort & Training Center for any expenses incurred during their pet's visit.
3. The pet owner must submit a copy of the veterinarian's diagnosis and treatment charges within two weeks of the pet's departure from Meadowlake Pet Resort & Training Center. The request for reimbursement should be submitted to the Executive Manager or Pet Services Manager via email, fax, or hand delivery to ensure the information is received promptly.
4. Meadowlake Pet Resort & Training Center 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 or age-related conditions. In these cases, pet owners must give their veterinarian authorization to speak to a Meadowlake Pet Resort & Training Center 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, Meadowlake Pet Resort & Training Center will mail a check payable to the pet owner to reimburse eligible expenses up to a maximum of \$500 per visit or \$1,000 annually in any 12 month period. If there is any question about the applicability or necessity of a diagnostic test or treatment, Meadowlake Pet Resort & Training Center will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined at Meadowlake Pet Resort & Training Center's sole discretion. Meadowlake Pet Resort & Training Center 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:**

Meadowlake Pet Resort & Training Center may terminate this Pet Care Warranty program at any time. If cancelled, Meadowlake Pet Resort & Training Center shall reimburse the owner for eligible expenses incurred during the period of time that the Pet Care Warranty fee was charged to the owner.



**Owner's Acknowledgment:**

I understand the terms and conditions of the Pet Care Warranty. I also understand that this program will continue indefinitely until Meadowlake Pet Resort & Training Center 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 \_\_\_\_\_