

Pet Healthcare Warranty

Pet Healthcare Warranty Program

In order to provide the best possible care for your pets while they vacation or participate in group play / daycare, we include a Pet Healthcare Warranty (PHW). This program is similar to those offered in many other facilities around the country and has many advantages for both the pet and pet owner: All pets staying with us, for daycare and boarding, can be enrolled and covered by our Pet Health Warranty.

No unexpected veterinary bills for you on your return due to unforeseen illness in your pet. *Our PHW covers veterinary care provided at Hope Springs Veterinary for non pre-existing illness up to a maximum of \$500.* This covers the most common gastrointestinal, respiratory, dermatological and other illnesses that occur.

The PHW promotes veterinary attention for any pet that is not doing well rather than placing kennel staff in the sometimes difficult position of determining when veterinary care (and extra expenses for the owner) may be needed. *With onsite veterinary care and most pets covered, you can go away assured that your best friend will receive the best of care. Please note we are not a 24/7 emergency veterinary practice.*

In addition, PHW coverage will *extend for 48 hours* after leaving for kennel related illness treated by Hope Springs Veterinary.

A PHW fee will be added to your bill to cover the enrollment. The fee is:

- **Daycare** pets purchasing a 5, 10 or 20 day pass will have PHW automatically added to your pass for \$1/day.
- **Boarding** pets have the option of adding the PHW to their stay for a flat fee. The fee is \$15 / per visit / per pet
- One day or ½ day daycare pets cannot be enrolled in the PHW program.
- There is no multi-pet discounts for the PHW program.

The fine print:

- Pets over 10 years of age or under 8 months old: This is because dogs in these age ranges may not have well-developed immune systems that will adequately fight illness. Injury would still be covered for dogs in these age ranges.
- Pets with chronic, pre-existing conditions or those discovered within the first 24 hours of their stay are excluded from coverage and will not be charged the PHW fee.
- Injuries that result from aggression between two pets in the same family lodging together are excluded from coverage; however, the PHW fee will be assessed to cover other potential problems, like gastrointestinal issues.
- PHW coverage does not extend to treatment at any hospital other than Hope Springs Veterinary.

Qualification for our PHW is at the sole discretion of Hope Springs Veterinary team and may be changed or revoked at any time.