



Pet Care Promise

Bittersweet Pet Resorts 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 provide an additional service that underscores our continuing commitment to providing the highest quality of pet care. Bittersweet Pet Resorts announced our Pet Care Promise on May 1st, 2017. This promise details that we will reimburse our clients up to \$500 in eligible veterinary expenses for illnesses or injuries that occur to any guest due to their visit to Bittersweet Pet Resorts. The details of this unique benefit for our clients' pets are presented below.

Which pets are covered?

All pets receiving Lodging, enrolled in our Daycare Program, or Training services at Bittersweet Pet Resorts will be covered by the Pet Care Promise.

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 Bittersweet Pet Resorts. This includes illnesses or injuries that arise during the pet's visit, or illnesses or injuries that become evident up to five (5) days after the pet leaves Bittersweet Pet Resorts. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at Bittersweet Pet Resorts; age related illnesses or injuries; injuries inflicted by pets in the same family; illnesses to pets whose vaccinations are not current; and acts of God including hurricanes, tornadoes, and floods. While Bittersweet Pet Resorts 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 a current CIV vaccination.

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

Fee: The Pet Care Promise is provided for a nominal charge of only \$1 per pet per day, which is automatically included with all lodging, training and daycare pricing.

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 Location General Manager within five (5) days of the pet's departure from Bittersweet Pet Resorts to qualify for reimbursement, and the pet must have been evaluated by a licensed veterinarian within these five (5) days. Example: If the pet leaves Bittersweet Pet Resorts at noon on Monday, the owner must provide notice by noon on that Saturday. Pet Owner is responsible for contacting Bittersweet Pet Resorts after the pet's visit, so the General Manager can speak directly with the veterinarian in regards to the illness or injury. Pet Owner must contact Bittersweet Pet Resorts within (5) days of their vet visit.

2. The pet owner is responsible for paying all veterinary expenses directly to the licensed veterinarian or animal clinic. Bittersweet Pet Resorts will not make payment to the veterinarian. To be eligible for reimbursement, the pet owner is also required to make full payment to Bittersweet Pet Resorts for any lodging or doggie daycare 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 Bittersweet Pet Resorts. The request for reimbursement should be submitted to the General Manager via email, fax, or hand-delivery to ensure the information is received promptly.

4. Bittersweet Pet Resorts 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 owners **must** give their veterinarian authorization to speak to a Bittersweet Pet Resorts manager regarding their pet's condition. Otherwise, the Pet Care Promise will be void.

5. Within 10 days of receiving the request for reimbursement and a copy of veterinary expenses and diagnosis, Bittersweet Pet Resorts 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, Bittersweet Pet Resorts will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined in Bittersweet Pet Resorts sole discretion. Bittersweet Pet Resorts 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

Bittersweet Pet Resorts may terminate this Pet Care Promise program at any time. If canceled, Bittersweet Pet Resorts shall reimburse the owner for eligible veterinary expenses incurred during the period of time in which the Pet Care Promise fee was charged to the owner.

Owner's Acknowledgement

I understand the terms and conditions of the Pet Care Promise. I also understand that this program will continue indefinitely until Bittersweet Pet Resorts notifies its customers of any changes to the terms and conditions.

Sever-ability

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 _____