



Pet Care Promise

Meadowlake Pet Resort 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 providing the highest quality of pet care.

Meadowlake Pet Resort offers a Pet Care Promise 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. This benefit is included in all service pricing and is not an additional charge. 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 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 Meadowlake Pet Resort. 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. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at Meadowlake Pet Resort; 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 to request reimbursement for eligible expenses:

1. The illness or injury must be reported to Management within five days of the pet's departure from Meadowlake Pet Resort 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 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 will not make payment to the veterinarian. To be eligible for reimbursement, the pet owner is also required to be in good standing at Meadowlake Pet Resort and have no outstanding balances.
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. The request for reimbursement should be submitted to Management via email or hand delivery to ensure the information is received promptly.
4. Meadowlake Pet Resort 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 Meadowlake Pet Resort regarding their pet's condition. Otherwise, no reimbursement will be issued.

5. Within 14 days of receiving the request for reimbursement and a copy of veterinary expenses and diagnosis, Meadowlake Pet Resort 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 will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined at Meadowlake Pet Resort's sole discretion. Meadowlake Pet Resort 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 may terminate this Pet Care Promise program at any time.

Owner's Acknowledgment:

I understand the terms and conditions of the Pet Care Promise. I also understand that this program will continue indefinitely until Meadowlake Pet Resort 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 _____