

My Second Home Gold Star Pet Care Warranty

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

Beginning August 2015 My Second Home Pet Resort announces a new Pet Care Warranty that will reimburse our clients *up to a maximum \$500* in eligible veterinary expenses for illnesses or injuries that occur due to their visit My Second Home Pet Resort. The details of this new benefit for our clients' pets are presented below.

Which pets are covered?

All pets lodging at My Second Home Pet Resort will be covered by the new 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 My Second Home Pet Resort. This includes illnesses or injuries that arise during the pet's visit, or illnesses or injuries that become evident up to five days after the pet leaves My Second Home Pet Resort. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at My Second Home 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 God including hurricanes, tornadoes, and floods. As of August 1st, 2018 My Second Home Pet Resort does require all canines in our care to have a vaccination for canine influenza virus (CIV). The contraction of bordetella "canine cough" or CIV shall not be covered under this program. However, all instances of veterinary confirmed canine cough and CIV should be immediately reported to My Second Home Pet Resort.

Maximum reimbursement:

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

Fee

The Pet Warranty is provided for a nominal charge of only \$1.25 per pet per day, which will be included automatically on the owner's invoice when payment is made for lodging or doggie daycare.

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 My Second Home Pet Resort within five days of the pet's departure from My Second Home Pet Resort to qualify for reimbursement, and the pet must have been evaluated by a licensed veterinarian within these five days.
2. The pet owner is responsible for paying all veterinary expenses directly to the licensed veterinarian or animal clinic. My Second Home Pet Resort will not make payment to the veterinarian. To be eligible for reimbursement, the pet owner is also required to make full payment to My Second Home Pet Resort 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 My Second Home Pet Resort. The request for reimbursement should be submitted to customer service via email to ensure the information is received promptly. The email is Wecare@mysecondhome.com.

4. My Second Home 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 conditions. In these cases, pet owners must give their veterinarian authorization to speak to a My Second Home Pet Resort manager regarding their pet's condition. Otherwise, the warranty will be void.

5. Within 15 days of receiving the request for reimbursement and a copy of veterinary expenses and diagnosis, My Second Home 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. Expedited checks may be requested and provide a 3 day processing time. If there is any question about the applicability or necessity of a diagnostic test or treatment, My Second Home Pet Resort will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined in My Second Home Pet Resort's sole discretion. My Second Home 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

My Second Home Pet Resort may terminate this Pet Care Warranty program at any time. If cancelled, My Second Home Pet Resort shall reimburse the owner for eligible veterinary expenses incurred during the period of time in which the Pet Care Warranty fee was charged to the owner.