



Dogs On The Farm & Cats Too

Stay & Play Pet Resort

PetAssurance Program

We consider it our foremost responsibility to keep our clients' pets happy, healthy, and safe during their time with us. Our goal is to continue to improve and expand our services and facility while maintaining our high quality of care for our clients' pets. In keeping with this goal Dogs On The Farm & Cats Too offers a proactive "sick pet care" program called PetAssurance. This program is designed to give our clients added peace of mind.

Coverage

The fee per pet is \$5.00 per Stay & Play Boarding stay and \$1.00 per day for daycare visits (included in price of daycare). The program covers any unexpected illness (boarding only) or injury during your pet's stay with us or within five days of your pet's departure from the facility. For example, if your pet is seen by a veterinarian for an upset stomach or lameness while at Dogs On The Farm & Cats Too or within five days after boarding, PetAssurance would provide up to \$200.00 for veterinary care.

Non-Coverage

PetAssurance covers only injury and illnesses resulting from your pets' stay at Dogs On The Farm & Cats Too. It does not cover any pre-existing or chronic health or medical conditions. Also not covered is any injury caused by one of your pets to another of your pets.

PetAssurance Program FAQs

Q: What is PetAssurance?

A: It is Dogs On The Farm & Cats Too's proactive "sick pet care" program to cover unexpected illnesses or injuries while pets are staying at Dogs On The Farm & Cats Too and within five days of their departure.

Q: Why does Dogs On The Farm & Cats Too offer this program?

A: In order to provide our clients with additional peace of mind when their pets come to stay with us, we decided to provide "sick pet care" protection in combination with our other programs and services.

Q: Do any other local kennels offer a similar program to PetAssurance?

A: We are currently the only pet facility in the area offering "sick pet care" of this type

Q: Are all pets required to participate in PetAssurance, or is this a voluntary program?

A: Each individual pet is required to participate in this program.

Q: What does the PetAssurance program cover?

A: PetAssurance covers any unexpected illness or injury during your pet's stay or within five days of your pet's departure from the facility. For example, if your pet is seen by a veterinarian for an upset stomach or lameness while at Dogs On The Farm & Cats Too or within five days after boarding, PetAssurance would provide up to \$200.00 for veterinary care.

Q: What happens if the "sick pet care" charges exceed the \$200.00 per stay limit?

A: Pet owners are responsible for any charges over the \$200.00 maximum coverage.

Q: During what time frame is my pet's "sick pet care" covered by PetAssurance?

A: Pets are covered by PetAssurance while they are staying at Dogs On The Farm & Cats Too and for five days following their stay. Initial treatment by a veterinarian must occur within the five days from your pets' check out date.

Q: What is not covered by PetAssurance?

A: PetAssurance covers only injury and illnesses resulting from your pets' stay at Dogs On The Farm & Cats Too. It does not cover any pre-existing or chronic health or medical conditions. Also not covered is any injury caused by one of your pets to another of your pets. Daycare dogs are covered for injury only.

Q: What kind of documentation does Dogs On The Farm & Cats Too require before a "sick pet care" claim is paid using PetAssurance?

A: All original claims for veterinary services must be submitted within two weeks or your pet's departure date for payment or reimbursement. Dogs On The Farm & Cats Too also requires that your veterinarian forward diagnosis and treatment history to us prior to payment or reimbursement.

Q: What is the cost of PetAssurance?

A: The cost for each pet is \$5.00 per boarding visit and \$1.00 per daycare visit (included in daycare rate).