

# WHITESBURG ANIMAL HOSPITAL, PC & THE LODGE AT WHITESBURG

*Uniting the Art of Caring with the Science of Medicine*

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## **Pet Health Care Assurance**

Whitesburg Animal Hospital, PC (WAH) has a long-standing reputation for providing the very best care to our boarding guests. Based on this reputation, and the trust our clients have in our company, we are happy to announce an additional service that is in alignment with our continuing commitment to providing the highest quality of pet care. Our Pet Health Care Assurance (PHCA) will reimburse clients up to \$250 in eligible veterinary expenses for illnesses or injuries that occur due to their pet's visit to WAH.

### **Which Pets are Eligible for Coverage?**

All pets lodging at WAH. See ineligible expenses for more information.

### **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 WAH. This includes illnesses or injuries that arise during your pet's visit, or that become evident up to 72 hours after your pet is checked out from our facility.

**Please Note: If you opt out of the PHCA, you will be charged for these services, if rendered.**

### **Coverage Also Includes**

The following services are covered under our PHCA:

- All guests are monitored closely for early signs of stress; not eating, diarrhea, vomiting, etc.
- If a pet does not eat within a 24-hour period, we will offer a high-quality wet food to entice them to eat.
- If a pet has diarrhea, we will follow our diarrhea protocol that includes medication and a bland diet. Once the GI upset is under control, we gradually transition them back to their regular diet.
- If a pet vomits due to anxiety, we will offer medication and bland diet until the symptoms subside.
- If a pet needs to be quarantined and cannot play with his/her fur friends, we will substitute one on one playtime, as appropriate, to keep the dog happy and engaged.
- We will also launder any soiled toys and bedding and give our guests spot baths if needed, to maintain a healthy and clean environment. The cost of all these protocols are included in our PHCA.

### **Ineligible Expenses**

- Pre-existing conditions or illnesses or injuries sustained by the pet before arriving at WAH
- Injury, illness or consequence when pets are boarded together at the client's request.
- Injury or illness caused by items that you bring (e.g., new food, treats, medication or chew bones causing GI upset, chewing their own bed/blanket or toys.)
- Tracheal Bronchitis is not covered if the dog was not current on the required Bordetella Vaccine or did not receive the required Bordetella Vaccine at least 7 days prior to boarding.
- H3N3 or H3N8 Canine Influenza is not covered if the dog was not current on the Bivalent Canine Influenza Vaccine or did not receive the required Bivalent Canine Influenza Vaccine at least 7 days prior to boarding.

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**8407 Whitesburg Drive SE - Huntsville, AL 35802**

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## **Ineligible Expenses (Continued)**

- Injury or consequence while the dog is in the hands of the client or authorized agent, while the dog is on WAH property.
- Gastric Torsion Dilation Syndrome (BLOAT)
- Any self-inflicted injuries, (e.g., broken teeth from biting at gates or doorways, broken toenails from jumping on gates or doorways, self-mutilation due to stress or attempts to escape, etc.)
- Natural disasters.
- Pets with Diabetes Mellitus are not eligible.
- Injuries obtained while the dog is attending Enrichment.

## **Maximum Reimbursement**

\$250 per incident, not to exceed \$1000 per year.

## **Fee**

\$2.00 per pet, per day, due when boarding services are rendered.

## **Cancellation**

WAH may terminate any PHCA at any time. If cancelled, WAH shall reimburse the client for eligible veterinary expenses incurred during the period of time in which the fee was charged.

## **Reimbursement Policy**

- To be eligible for reimbursement, all boarding fees must be paid in full.
- The pet must have been evaluated by a licensed veterinarian within 72 hours of check out from WAH. In the event WAH is not open and services are provided by another animal hospital, the illness/injury must be reported to WAH within 5 days of departure day and time. Clients will have an additional 5 days to provide WAH a copy of the veterinarian's diagnosis and treatment, including charges.
- Clients are responsible for paying all veterinary expenses, WAH does not make payment directly to the veterinarian.
- WAH reserves the right to speak directly to the veterinarian that provided treatment, to confirm the illness/injury is eligible for reimbursement. Clients must give their authorization to their veterinarian to speak to a WAH representative, or the PHCA will be void.
- Within 10 days of receiving the request for reimbursement with all the documents to support eligibility, WAH will mail a check to the client.
- WAH maintains the right to disqualify expenses that are not directly related to the diagnosis and/or treatment of the pet's illness/injury.

## **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 shall be void, but the remainder of the Agreement shall be valid and enforceable.

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