



*Pampered Pets*  
BED & BISCUIT  
*Pet Lodging, Grooming  
and Day Care*

## **PetsFirst Program**

In keeping with our goal to make your pet's comfort and needs our utmost priority and providing the ultimate in pet hospitality and care, Pampered Pets Bed & Biscuit offers a proactive "sick pet care" program called PetsFirst. This program is designed to give our lodging clients added peace of mind.

### **Coverage**

The fee per pet is \$4.00 per lodging stay. The program covers any unexpected illness or injury during your pet's lodging 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 Pampered Pets Bed & Biscuit or within five days after lodging, PetsFirst would provide up to \$200.00 for veterinary care.

### **Non-Coverage**

The program does not cover any pre-existing or chronic health or medical conditions. Also not covered is an injury caused by one of your pets to another if they share a lodging space at your request.

## **PetsFirst Program FAQs**

Q: What is PetsFirst?

A: It is our proactive "sick pet care" protection program to cover unexpected illnesses or injuries while pets are lodged at Pampered Pets Bed & Biscuit and within five days of their departure date.

Q: Why did Pampered Pets Bed & Biscuit decide to offer this unique program?

A: We decided to offer this unique program as a natural expansion of our commitment to providing our pet clients and their owners with the best possible 'sick pet care' protection, combined with all of our other programs and services.

Q: Do any other kennels in the area offer this type of "sick pet care" protection?

A: Pampered Pets Bed & Biscuit is one of the first providers of this type of service in Indiana and Ohio.

Q: Are all pets lodged at Pampered Pets Bed & Biscuit required to have PetsFirst coverage or is this a voluntary program?

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

Q: What does the PetsFirst program cover?

A: The program covers any unexpected illness or injury during your pet's lodging 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 Pampered Pets or within five days after lodging, PetsFirst would provide up to \$200.00 for its veterinary care

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

A: Pet owners are responsible for all charges exceeding the \$200.00 maximum coverage amount.

Q: What is the length of time that a pet can receive coverage?

A: A pet is covered for veterinary treatment performed during the time it is lodged at Pampered Pets Bed & Biscuit and up to five days after its lodging departure date.

Q: What is not covered under the PetsFirst program?

A: The program does not cover any pre-existing or chronic health or medical conditions. Also not covered is an injury caused by one of your pets to another if they share a lodging space at your request.

Q: What kind of documentation does Pampered Pets Bed & Biscuit require before a “sick pet care” claim is paid using PetsFirst?

A: Pampered Pets Bed & Biscuit requires that all original claims for veterinary services be submitted to them within two weeks of your pet’s lodging departure date for payment or reimbursement. Pampered Pets also requires that your veterinarian forward diagnosis and treatment history to them prior to payment or reimbursement.

Q: What is the cost of this program?

A: The cost is \$4.00 per each lodging stay.