



Cleveland Road Animal Hospital & The Pet Hotel

“Pet Health Warranty”

At Cleveland Road Animal Hospital & The Pet Hotel, we strive to ensure that your pet has a healthy and happy experience. Any boarding facility can expose animals to different communicable illnesses, as vaccines do not protect against all strains of respiratory illnesses, much like the human flu vaccine. These illnesses can be “carried” by a pet that is not experiencing any clinical signs. In many instances, the illness will subside within a few days without the need for treatment.

In order to address situations such as this, Cleveland Road Animal Hospital & The Pet Hotel has established a Pet Health Warranty. This program is designed to help define what costs our facility will cover if your pet becomes ill while at The Pet Hotel & Spa. This warranty is the safeguard to assure owners that we take their pet’s health as our top priority. By no means does it imply that any improper care was involved.

Coverage Allowance

- \$500 per pet reservation

Coverage Dates

- Day of discharge from Cleveland Road Animal Hospital & The Pet Hotel for non-contagious illnesses or injuries.
- 10 days after discharged for communicable illnesses.

Exclusions

Cleveland Road Animal Hospital & The Pet Hotel will assume financial responsibility for veterinary care (office call, laboratory testing, and/or in hospital treatments) performed by Cleveland Road Animal Hospital that are associated with illnesses or injury that occurred during the pet’s stay. The veterinary care is subject to the maximum listed above.

The Pet Health Warranty excludes the following:

- Pre-existing conditions
- Illness related to all types of cancer and/or life threatening illnesses.
- Injury, illness, or death when pets are boarded together, as requested by owner.
- Medications that are prescribed to continue treatment for illnesses at home.
- Diagnostic testing and treatment that was performed at another medical facility.

This warranty has been established as a remedy for communicable illnesses that your boarded pet may have been exposed to at Cleveland Road Animal Hospital & the Pet Hotel. The warranty does not imply that improper care was given during your pet’s stay. The pet owner will be responsible for any charge that exceeds the maximum coverage of the warranty as well as any oral medication that is prescribed to treat said illness.

*Subject to terms and conditions. Cleveland Road Animal Hospital retains the right to exclude pet from the Pet Health Warranty program based on age, pre-existing illnesses or injury, or any other health concerns identified upon arrival to our facility.

