



### Urban Tails Healthy Pet Guarantee

Owner Name: \_\_\_\_\_

Date: \_\_\_\_\_

Fee per pet/board visit: \$5.00

Expiration date of guarantee: 7 days from pet's departure

In consideration for the payment of the guarantee fee, and subject to the exceptions and conditions listed below, Urban Tails will pay up to \$500.00 for any Veterinary care provided by a licensed Veterinarian for the care or treatment of the boarded pet listed below for any injury of the pet or sickness incurred while the pet is boarding at Urban Tails.

Exceptions to this coverage are:

- 1) Pre-existing health conditions, injury, illness or death resulting from incidents occurring before arrival date.
- 2) Gastric dilatation-volvulus (bloat)
- 3) Injuries from family pets boarded together at owner's request
- 4) Age-related illnesses
- 5) Injury resulting from malicious, destructive or other improper pet conduct

The pet owner hereby agrees to authorize their Veterinarian to forward a copy of the diagnosis and treatment to Urban Tails. Treatment must be initiated on or before guarantee expiration date. Any and all claims under this guarantee must be submitted to Urban Tails within ten (10) days from the pet's departure date. Documentation submitted must include the diagnosis and treatment details and Veterinarian invoice showing treatment date(s). Such records are required before any claim is paid. Once received and verified by Urban Tails, a check will be sent directly to the owner for reimbursement. A signed statement by the Veterinarian may be required, stating that the illness was not part of/or caused by a pre-existing condition. Any controversy or claim relating to this certificate shall be settled by arbitration in accordance with the rules of the American Arbitration Association.

Initial to ACCEPT Healthy Pet Guarantee \_\_\_\_\_

Pet Name	List all pre-existing health conditions/injuries or <input type="checkbox"/> No change since last visit

Pet Owner acknowledges offer of guarantee and by declining agrees that Urban Tails is not responsible for any costs associated with Veterinary treatment required by their pet(s) during or after board stay. If treatment is required during the stay, owner will reimburse Urban Tails for all costs incurred.

Initial to DECLINE Healthy Pet Guarantee \_\_\_\_\_

Signature of owner or owner's agent: \_\_\_\_\_