

# TOP DOG LTD

## Introduces it's **PET PLUS** PROGRAM

Our goal at **TOP DOG LTD** is to provide the very best attention to your pet's care and needs. With that in mind, we are very pleased to announce a new proactive 'pet care' program called **PET PLUS**. This program is designed to give our boarding clients added peace of mind while their pets are boarding with us.

### Coverage

The program covers any unexpected illness or injury during your pet's boarding visit. Also covered is any illness which may present itself within three (3) days after your pet's departure from **TOP DOG LTD**. **PET PLUS** would provide up to \$ 250.00 in veterinary care for your pet.

### Non-Coverage

**PET PLUS** 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 one of your pets if they share a suite or activity as requested by you. Dogs participating in Doggy Daycare are not eligible for the **PET PLUS** Program.

### Fee per Pet

\$ 5.00 covers your pet's entire visit

## **PET PLUS** PROGRAM FAQ'S

Q. What is **PET PLUS**?

A. It is **TOP DOG LTD's** proactive 'pet care' protection program to cover unexpected illnesses or injuries while your pets are boarded with us and up to three (3) days after their departure for any illness.

Q. Why did **TOP DOG LTD** decide to offer this unique program?

A. **PET PLUS** is a natural expansion of our commitment to providing our pet clients and their owners with the best possible care and peace of mind in the well-being of their pet. It is a welcome and needed addition to our other programs, activities, and services.

Q. Are all pets boarded at **TOP DOG LTD** required to have **PET PLUS** coverage?

A. All pets that are overnight guest are required to participate in the program.

**Q. What does the **PET PLUS** PROGRAM cover?**

**A. The program covers any unexpected illness or injury during your pet's visit or any sickness that may occur within three (3) days of your pet's departure from **TOP DOG LTD**. Example: If your pet should develop an upset stomach or should start limping during its visit, or if an illness presented itself within three (3) of its departure date. **PET PLUS** would provide up to \$ 250.00 in veterinary care for your pet.**

**Q. What happens if the total 'pet care' charges exceed the \$ 250.00 per pet, per visit?**

**A. Pet owners are responsible for all charges exceeding the \$ 250.00 maximum coverage amount. \$ 250.00 maximum applies to the entire visit plus the three (3) days after departure.**

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

**A. A pet is covered for illness or injury for the duration that it is boarded at **TOP DOG LTD** and any illness that occurs up to three (3) days after its departure date.**

**Q. What is not covered under the **PET PLUS** 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 one of your pets if they share a boarding space or activity as requested by you. Doggy Daycare is not covered by **PET PLUS**.**

**Q. What kind of documentation does **TOP DOG LTD** require before a 'pet care' expense is paid using **PET PLUS**?**

**A. **TOP DOG LTD** requires that all original claims for veterinary services be submitted within two weeks of your pet's boarding departure date for payment or reimbursement. Also required is that your veterinarian forward diagnosis and complete treatment history to **TOP DOG LTD** prior to payment or reimbursement. **PET PLUS** covers only those expenses directly related to the illness or injury.**

**Q. What is the cost of the **PET PLUS** PROGRAM?**

**A. The cost is \$ 5.00 per pet for each boarding visit.**

**Q. When does this new program begin?**

**A. **PET PLUS** Program starts on JUNE 1, 2008.**