

## Ohana Pet Resort Warranty Program

Ohana Pet Resort warranty covers injury-related accidents that may occur while your pet(s) are in our care.

### Coverage Includes:

- An injury caused by something the staff could have prevented, i.e. guest slipping on a freshly mopped floor and injuring a leg or hip, guest stepping on sharp debris in the yard (tossed in yard by neighboring business, adolescent or the like) but not readily seen, guest picking up with their mouth or stepping on item dropped on the floor (grooming clippers, scissors)
- An injury caused by staff, i.e. staff member trips and falls on guest, guest slips leash and steps off grooming table, guests moves while having nail trim and gets cut, staff member inadvertently medicates the wrong guest
- Diarrhea, vomiting, or similar conditions that are found to be caused by ingesting a toy or part of a toy, another guests food, etc. - but not simply due to change in environment (stress-related)

### Coverage Excludes:

The following are excluded because they are beyond our control, and could happen anytime a guest boards.

- Illness is not covered for guests over 10 years old or under 4 months old. This is because guests in these age ranges may not have well-developed immune systems that will adequately fight illness. Injury would still be covered for guests in these age ranges.
- Diarrhea, vomiting, or other conditions caused by stress.
- Coughing (kennel cough) - We require Bordetella every 6 months in accordance with the Pet Care Services . The vaccination is not a fail-safe preventative. Just like human influenza, even after receiving the vaccination, a dog can still contract mutated strains or less severe cases. If your dog has barked extensively while in our care and become hoarse that is excluded as well.
- Pre-existing health conditions, examples include but are not limited to:
  - Ear infections
  - Worms
  - Underlying skin conditions (e.g., from matted hair)

- Skin tenderness, sores, cracks, or redness that is common in breeds such as bulldogs (e.g., those with wrinkly, thin skin that is prone to skin conditions)
- Soreness or limping from a previous injury or health condition such as hip dysplasia
- Injury that the pet has caused itself (e.g., twisting its ankle, biting at its boarding suite, jumping and landing on its foot, chewing its own bed, chewing at its own nails, biting at a scab, rubbing its nose raw on the boarding suite, and so forth).
- Injury or illness caused by factors that are clearly present in our environment.
  - Examples include:
  - We have pools available that the dogs can get in and cannot be held responsible if your dog's skin has a reaction to water.
  - We interact and play with pets including games of fetch, frisbee and tug-o-war with the dogs for entertainment and cannot be held responsible, (e.g., if your dog scrapes it's paw pads, gums bleed, ACL rupture, joint inflammation (arthritis), etc.)
  - We take the dogs outside frequently and cannot be held responsible for nature related issues, (e.g., guest gets stung by a bee or bite by a spider, if your dog has a reaction to heat - please keep in mind that we limit the outdoor time during heat waves and watch for any breathing/heat concerns, especially with short-faced dogs, older dogs, and overweight dogs)
  - We use chemicals to clean our facility each day that are made for boarding environments. We cannot be held responsible if a guest has had a reaction to these chemicals, as we use them every day and they have proven to be safe with the guests in our care.
- Injury or illness caused by items that you bring to be left in the suite at all times (e.g., from chewing his own bed, a toy, a bone, etc.)
- Illness or diarrhea caused by your pet's food or medicine, or by us following the feeding or medicine instructions you supply us. Please bear in mind that changing your dog's diet can cause diarrhea at first, so we don't recommend it in conjunction with a boarding stay.
- A skin reaction to the shampoo or conditioner that we use, if your dog has received a bath while here for boarding. If your dog is allergic to certain shampoo or you use a special shampoo, we would need to know that in advance and we will mark your record that way in our system. We are happy to use any special shampoo that you bring.
- Illness in conjunction with a vaccination that your dog may be missing (we require updated vaccinations at all times, but we included this just in case - for example, if an expiration date was entered incorrectly on your vaccination document)

- Injury, illness or other consequences when pets who are boarded together at the owner's request take action against each other.
- Illness caused by not eating or drinking. Please note that we monitor feeding very carefully and do everything we can do to help them eat, including leaving their dry food in their boarding suite at night. In addition, we have water available for the dogs at all times.
- Illness due to overexertion. The dogs play throughout the day, but they do have plenty of opportunity to rest in their own boarding suites. We do watch for signs of overexertion, and give extra nap times accordingly, but some guests do not show signs of over- exertion. In addition, all guests have different levels of energy, so what may be too much play for one guest would not be enough for the other, even in the same breed. Over- exertion could lead to dehydration or a weakened immune system, which could cause an illness or lethargy, either while here or once the guest arrives home. This should not be confused with a contagious condition.
- Injury or other consequence while the dog is in the hands of the owner or authorized agent, either during check-in or check-out.

**Exclusive Remedy:**

- This coverage is the pet owner's exclusive remedy in the event of any claim for illness, injury, or medical care for a covered pet. The pet owner shall remain responsible for all charges exceeding the maximum coverage amount. Any controversy or claim arising out of or relating to this certificate shall be settled by arbitration in accordance with the rules of the American Arbitration Association.