

FREQUENTLY ASKED QUESTIONS

Pet Care through *Bright Horizons*[®]

Effective January 1, 2024

FAQs: Overview

Pet Care through Bright Horizons

Your employer has partnered with **Bright Horizons®** to help you better manage your many work, family, and personal responsibilities.

Pet Care through *Bright Horizons Back-Up Care™* provides access to pet care support during a lapse or breakdown in normal care arrangements.

Benefit Details

Register and Reserve Pet Care by visiting:
<https://clients.brighthorizons.com/hewlett>

Pet Care

What is Bright Horizons Back-Up Care?

Bright Horizons Back-Up Care is a benefit offered by your company. It can be used anytime you need to be at work and you need help caring for a family member – even your pets.

What is Pet Care with Bright Horizons Back-Up Care?

Pet Care is a service available through your Bright Horizons Back-Up Care benefit that allows you to access pet care services for your dog or cat through a partnership with Rover and Wag!.

Services currently include:

- Dog walking
- Pet drop-ins
- Overnight boarding
- Pet sitting

Watch our video to learn more: <https://bh.social/PetCare>.

How do I register to use Pet Care with Bright Horizons Back-Up Care?

You must be registered for Bright Horizons Back-Up Care before you can make a reservation for Pet Care services. We strongly recommend that you register in advance so that you are ready to use the benefit when you need it. To register, visit: <https://backup.brighthouse.com>.

Who are the providers?

Rover and Wag! are industry-leading Pet Care providers, offering a wide range of services like overnight boarding, pet sitting, doggy daycare, dog walking, and cat drop-ins. They offer flexibility and accessibility, catering to your needs year-round, no matter where you are.

How do I access Pet Care through my Bright Horizons Back-Up Care benefit?

We want to make the experience as simple as possible! Simply login to the back-up care site (<https://backup.brighthouse.com>).

From the Bright Horizons Back-Up Care site, click the “Request Pet Care” button on the homepage to provide your pet’s name and service requirements. Once you’ve entered the details, a coupon code will be displayed on the site and sent to you via email with usage instructions.

Do I need to create a Bright Horizons Back-Up Care account to access Pet Care?

Yes, because you will request Pet Care through the back-up care site. Log in or create an account at <https://backup.brighthouse.com> to access this program.

What do I get with the \$100 credit on Rover?

You will exchange use of back-up care to receive a \$100 credit to use on Rover.

The exchange on Rover varies based on service needed.

Once your back-up care use has been exchanged and applied to your Rover account, your \$100 credit will be available to use on services until you reach a \$0 balance. You can exchange additional days of back-up care on your Bright Horizons Back-Up Care account. The number of days available for Pet Care exchange varies. Please see your back-up care account details to learn more.

What services can I get through Wag!?

You can exchange use of back-up care for 3 Walks, 3 Drop-ins or 1 Boarding. These services are guaranteed credit amounts for the use exchange and cannot be substituted or combined. If further services are needed, simply exchange another use for a different credit type.

What does Pet Care cost through back-up care?

It doesn't cost you anything! Through a simple exchange, you can access the credits to use on the Rover and Wag! websites. Tips can be provided to the caregiver at your discretion.

Is the Pet Care benefit considered taxable?

Please check with your HR department for more information.

Can I make an exchange for Pet Care credit through the Back-up Care app?

No. Unfortunately, exchanges for Pet Care credit can only be submitted through the back-up care website.

Can I get reimbursed for a reservation made prior to my employer's benefit launch?

Coupon codes cannot be applied to reservations scheduled or booked prior to your employer's benefit launch. Please reach out to your HR department for more information.

Does my Pet Care coupon code expire?

Yes. The code you will receive through the back-up care site will expire 90 days from when the coupon code is converted to the credits. The expiration date is also available on the homepage of your back-up care account. Services must be booked and completed within the 90 day period.

What is the cancellation policy for Pet Care?

Requests for pet care may not be canceled once submitted and confirmed by Bright Horizons. Individual sessions for pet care may be rescheduled with advance notice by contacting the provider, subject to the provider's cancellation and rescheduling policy. Advance notice requirements for rescheduling vary based on the provider and individual pet caregiver.

I am also registered as a sitter through one of Bright Horizons Pet Care providers, can I book myself as a sitter for my pet?

No, this is not allowed when you are using your Bright Horizons assigned coupons.

Can I book care for my pet with my family, friend, or co-worker who is registered as a sitter on Rover or Wag! to watch my pet?

No, this is not allowed when you are using your Bright Horizons assigned coupons.

Can I share my coupon codes with my friends or co-workers?

No, Bright Horizons coupon codes are intended to be used by the employee and their pets only, so sharing your coupon codes with friends or co-workers is not allowed.

My partner/spouse and I both have access to Bright Horizons Pet Care separately, but we share one Rover/Wag! account. Can we add our coupons to the same account?

Yes. If you and your partner both have access to Bright Horizons Pet Care, it may be added to your Rover or Wag! account.

Where can I find the Bright Horizons Terms of Service?

The Bright Horizons Term of Service are included as part of your reservation. When you make your Pet Care reservation, you will be asked to acknowledge them for every reservation/coupon exchange you make.

Where can I find the Terms of Service for Rover or Wag!?

Rover: <https://www.rover.com/terms/tos/>

WAG!: [Terms of Services | Wag! \(wagwalking.com\)](https://www.wagwalking.com/terms-of-service)