



# Frequently Asked Questions

Pet Care through Bright Horizons



# 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 back-up care by visiting:**

<https://clients.brighthorizons.com>

# 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.

## How do I register to use Pet Care through 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.brighthorizons.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!

Step 1: Simply login to the back-up care site (<https://backup.brighthorizons.com>).

Step 2: 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.

Step 3: Once you’ve entered the details, a promo code will be displayed on the site and sent to you via email with usage instructions.

Step 4: Create an account on [Rover.com](https://rover.com) or [wagwalking.com](https://wagwalking.com) to redeem your promo code for pet care services.

## 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.brighthorizons.com> to access this program. You will also need to create an account on Rover.com or wagwalking.com to redeem your promo code for services.

## What services can I get through Rover?

You can exchange use of back-up care for 4 credits to use for any combination of the services below redeemed directly on Rover.com. There is no copay — all fees and taxes are included within your back-up care benefit.

Redeem your credits for:

- Dog walking: 1 credit per pet per walk
- Drop-in visits: 1 credit per pet per visit
- Doggy day care: 2 credits per full day
- Boarding: 3 credits per night

Multi-pet reservations may require additional credits:

- Boarding: 3 credits for the primary pet, plus 2 credits for each additional dog or 1 credit for each additional cat
- Drop-in visits & day care: 1 credit per pet
- 30-minute walks: 1 credit per pet

## 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.

Redeem your credits for:

- 3 dog walks or
- 3 drop-in visits or
- 1 boarding

Please note, when you receive 3 credits to redeem on Wag!, your promo code can be redeemed for 3 dog walks, 3 drop-in visits, or 1 boarding. Services cannot be mixed. There is no copay — all fees and taxes are included within your back-up care benefit.

## 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. There is no copay — all fees and taxes are included within your back-up care benefit. 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?**

Promo 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 promo code expire?**

Yes. The promo code you will receive through the back-up care site will expire 90 days from when the promo 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.

## **How does Pet Care work if there are multiple pets?**

- Rover: While the promo code can be used for multiple pets, additional costs for multiple pets may impose limits due to promo code amount.
- Wag!: One promo code will be redeemed for each pet.

## **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 promo codes.

## **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 promo codes.

## **Can I share my promo codes with my friends or co-workers?**

No, Bright Horizons promo codes are intended to be used by the employee and their pets only, so sharing your promo 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 promo codes 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.

## **What is the insurance coverage and bonding for Rover and Wag!**

Because pet care is a self-sourced care type through back-up care, it is not insured or bonded by Bright Horizons. That said, our partners Rover.com and Wag! offer user protections. These include:

- **Rover.com:** The Rover.com Guarantee is a reimbursement program (not insurance) that offers up to \$25,000 in vet care for eligible pet injuries, coverage for property damage and certain third-party injuries, plus 24/7 support — excluding sitter injuries, sitter property damage, and pre-existing conditions. [See Rover.com Guarantee Terms for more details](#)
- **Wag!:** Wag! recognizes that sometimes services do not go according to plan. In the rare event that something goes wrong, we are committed to our community. The Wag! Claims policy outlines the possibility of reimbursement for costs arising from certain damages. The damages must be a direct result of the care provided during a service booked through Wag!. Please refer to [Claims Policy | Wag!](#) for details.

## **What is the process for selecting and vetting Pet Care workers?**

Because pet care is a self-sourced care type through back-up care, employees are responsible for vetting and selecting their caregivers. Our partners Rover.com and Wag! both emphasize the importance that pet safety is a top priority and require caregivers on their platforms to complete background checks, pass pet safety/knowledge quizzes, and provide references and endorsements.

## **What are the emergency procedures for medical incidents?**

Rover.com and Wag! both have clear procedures in place for handling pet care emergencies, emphasizing quick response and communication. Rover.com instructs pet owners and caregivers to contact its 24/7 Trust and Safety team immediately, which then helps manage the incident and may coordinate emergency support. Every booking is backed by the Rover.com Guarantee, offering up to \$25,000 in vet care reimbursement for eligible claims. Wag! directs caregivers to contact a veterinarian or animal hospital right away and requires notification to its support team, which then gathers statements and helps facilitate care. While both platforms encourage sharing medical and emergency information before services begin, Rover.com provides financial reimbursement through its Guarantee, whereas Wag! assumes no liability but supports resolution efforts. Additionally, Wag! includes a waiver clause if a pet owner refuses medical care authorization, a distinction not present in Rover.com's procedures.

## **What are the policies for handling aggressive or special needs pets?**

Rover.com and Wag! both emphasize the importance of sharing detailed pet information before booking, especially for pets with aggressive behavior or special needs. Rover.com encourages pet owners to complete thorough pet profiles and conduct meet and greets to ensure compatibility and

discuss care needs. Wag! requires disclosure of behavioral or medical issues and allows caregivers to decline or end services if a pet's needs exceed their capabilities. While Rover.com promotes proactive matching and preparation, Wag! places full responsibility for pet behavior on the owner and does not assume liability, though it will assist in resolving incidents.

## **Where can I find the Bright Horizons Terms of Service?**

The Bright Horizons Terms 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/promo code 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://wagwalking.com/terms-of-service)