

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 Pet Care by visiting:
<https://clients.bright Horizons.com/athome>

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 through a partnership with Rover. Rover's services currently include:

- Dog walking
- Cat 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 is Rover?

Rover is an industry leader in Pet Care solutions. The Rover website and application connects dog and cat owners with loving caregivers across the US. Rover offers an extensive array of services, including overnight boarding, pet sitting, doggy daycare, dog walking, and cat drop-ins.

How do I access Pet Care with Rover through by 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>).

Once on the Bright Horizons Back-Up Care site, you will see a Pet Care button on the homepage. You will be prompted to provide details on which pet requires care including the name of your pet and the service you need. Once details have been provided, a coupon code will be displayed on the site. An email will also be sent to you with instructions on how to use your code.

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

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

What do I get with the \$150 credit on Rover?

You will exchange a day of back-up care to receive a \$150 credit to use on Rover.

The exchange on Rover varies based on service needed. Here's a breakdown for what you can get for your \$150 credit:

Boarding	2.9 days
Dog Walking	6.5 walks
Doggy Daycare	4.3 days
Drop-In	5.0 days
House Sitting	2.3 days

Once your back-up care use has been exchanged and applied to your Rover account, your \$150 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 does Pet Care cost through back-up care?

It doesn't cost you anything! Through a simple exchange, you can access the \$150 credit to use on the Rover site. Tips can be provided to the caregiver at the user's discretion.

Can I make an exchange for Pet Care credit through the back-up care mobile app?

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

Does my Rover coupon code expire?

Yes. The code you will receive through the back-up care site will expire 90 days from the date of issue. Once you have setup and added the coupon code (\$150 exchange) in your Rover account, the credit does not expire.

What is the cancellation policy for Pet Care?

When you request Pet Care through the back-up care site, you effectively "trade" a use of back-up care for Pet Care. At that point, the \$150 coupon with Rover is credited and cannot be cancelled.

Your coupon value does not expire once setup in your Rover account. Each sitter has a different cancellation policy. To learn more, visit Rover's sitter cancellation [support page](#).