

WHEN AND HOW DO I RENEW?

- One renewal date per household – October through March registrations will renew on January 1 of each year. April through September registrations will renew on July 1 of each year.
- Electronic renewals will be sent out 60 days prior to renewal and will be on the member portal.
- Hard copy renewal notices should be received 30 days prior to your renewal date.
- Electronic second notices will be generated January 1 and July 1. Hard copies will be mailed out by January 15 and July 15.
- All renewals received after your renewal date will be assessed a \$10 late fee.
- If your renewal is late, there is no insurance coverage between your renewal date and the date your renewal is finalized. Any member who does not renew, including the \$10 late fee, by February 15 or August 15, will be required to retest and reapply for ATD membership.

Prepare to renew:

- Make sure your dog has had an annual wellness examination by a veterinarian within 12 months.
- Be sure the rabies vaccination is current.
- If using a titer instead of rabies vaccine, rabies titer levels must be 0.5 IU or greater and must be measured every two years.
- Your dog's annual fecal exam must be done within 12 months. Make sure the fecal exam is done early enough to get results and, if positive, get treatment and retest.
- Your veterinarian will sign off on the Renewal Health Verification form attesting that all three items are up to date.

Time to renew:

- You can go to www.therapydogs.com to renew online. Sign into the member portal. Your username is your email address, and your initial password (if you have not changed it) is your member number with a "p" in front of it.
- Complete your review. T/Os take the T/O Review. All other members take the Member Review.
- You will print your Renewal Health Verification Form, have your veterinarian complete it, scan and upload it and save.
- Include the appropriate fees. Make your check payable to Alliance of Therapy Dogs or put your credit card information in the space provided. All credit card information is deleted once your renewal is processed. You can also pay online by going to the Member Portal. Electronic Funds Transfers (EFTs) are not accepted.
- Payment without the signed renewal health verification form will not be accepted. **All required materials must be submitted together. Your renewal will not be processed until the office has received all required materials.**

- We appreciate all that you do to prepare for your renewal. Please remember that postage fees are a large expense for our organization. We strive to keep our membership fees as low as possible. Please help us by returning your complete membership renewal package with all required materials and signatures to **arrive** by your appropriate renewal date. This way, your membership and insurance will not lapse and you will avoid incurring late fees.
- If you have any questions concerning the member renewal process, please contact the corporate office on the toll-free number (877) 843-7364 or email us at office@therapydogs.com.