



Nova Noco Pet Care Services Pet Sitting and Boarding Service Agreement

1. Nova Noco Pet Care Services, LLC (“Nova Noco”) agrees to exercise due diligence and reasonable care when caring for the pet(s) of the undersigned pet owner (“Owner”), and to keep Nova Noco’s premises sanitary and properly enclosed.
2. Should Owner’s pet(s) become ill or seem, in the sole judgment of Nova Noco, to be in need of medical assistance, Nova Noco reserves the right to administer aid and to contact the Owner’s veterinarian as listed in Nova Noco’s records. If Nova Noco determines, in their sole judgment, that Owner’s veterinarian is so far away from Nova Noco’s facility, or otherwise difficult to contact, that taking the pet to such veterinarian may endanger the health of the pet(s), Nova Noco shall use the closest veterinarian to Nova Noco’s facility. Such facility is currently the VCA Veterinary Specialists of Northern Colorado, but Nova Noco reserves the right to change such veterinarian at any time and for any reason, without prior notice to Owner. Any expenses so incurred shall be paid by the Owner in full within 5 business days of Nova Noco notifying Owner in writing of the costs so incurred in any such emergency.
3. Owner represents and warrants that Owner’s pet(s) is and at all times will be (i) current on Distemper, Parvo, Bordetella and Rabies vaccinations; and (ii) on a flea and tick prevention program,(unless prior authorization and terms have been granted by the Manager/Owner of Nova Noco Only). Owner agrees to present Nova Noco with a valid proof of vaccinations prior to use of service and to keep Nova Noco appraised of any updates or changes, including by furnishing vaccination records upon the reasonable request of Nova Noco.
4. Owner agrees to inform Nova Noco, at time of drop off for each visit for any service, if the pet(s) has been injured, in any way including, (but not limited to) cuts, scrapes, muscle strains, sore pads, bruises, coughs, skin irritations, itches or sickness since the pet’s last visit to Nova Noco (or at all in last 30 days if first visit to Nova Noco). Pets arriving with fleas and/or ticks will be asked to return home until

the fleas and/or ticks are eliminated, even if a prior appointment for use of Nova Noco services has been made.

5. Nova Noco reserves the right to deny its services to any pet(s) at any time for any reason.

5a. Nova Noco reserves the right to cancel services if Owner's pet(s) display reasonable aggression toward staff, patrons, and any guests on premises. Nova Noco holds pride in transparency and providing a safe environment for every being on the premises.

6. Owner agrees to pay the charges for Nova Noco's services as indicated on the current price list furnished to Owner upon Owner's request, on the date the pet(s) is dropped off at Nova Noco. No pet(s) will be released until all charges are paid in full. If pet(s) is not released for previously mentioned reasons, Nova Noco reserves the right to continue billing Owner for continued care of pet(s) at previously agreed upon pricing until all charges are paid in full in accordance with the terms of this agreement. If pet(s) is released, and charges have not been paid in full, it does not release Owner of their liability to Nova Noco and Nova Noco reserves the right to charge Owner a monthly late fee in the amount of \$35 per month for every month the previously mentioned charges are not paid in full regardless of outstanding balance owed. Owner agrees to pay Nova Noco \$25 for each bounced check in addition to the invoice total for services provided.

7. If Owner neglects to bring food or a sufficient supply of food for their pet, per Owner's specific feeding instructions, Nova Noco will pick up and purchase food specified by Owner. If Owner does not specify food or Owner's specified food is not available, Nova Noco reserves the right to choose a suitable equivalent. Owner agrees to pay Nova Noco a fee of \$10 for obtaining food, in addition to the cost of the food, at the time of pickup.

8. Owner agrees, for Daycare and Boarding services that the pet(s) will be picked up by the Owner or a pre-approved (by Owner and Nova Noco) individual by 9pm on weekdays and by 9pm on weekends. Pets not picked up by these times will be boarded overnight or until pet(s) is picked up by Owner and will be subject to the terms and agreements of regular daily and overnight charges.

9. Owner agrees, to pay partially refundable 50% deposit at the time of booking and the remaining amount to be paid in full, at time of drop-off of pet(s) and for entire planned/scheduled stay at Nova Noco;

9a. Nova Noco acknowledges, and will refund 25% of the deposit made, any cancellation made outside a one week (7 days) period of Owner's pet(s) stay. Nova Noco will keep full (50%) deposit for any cancellation made within one week (7 days) period of Owner's pet(s) stay unless pre-approved (by Nova Noco).

10. Nova Noco and its agents shall not be liable for any loss or inconvenience experienced by Owner or Owner's pet(s) during or after the term of the Agreement, including (but not limited to) the theft, running away, sickness, injury (whether self inflicted or inflicted by other cause) including (but not limited to) scratches, cuts, scrapes, muscle strains, sore or cut pads, bruises, coughs, damaged teeth, skin irritation, contagious viruses, respiratory infections including (but not limited to) Kennel Cough, Papilloma or death of the pet(s). Owner is responsible for the behavior and conditions of their pet(s) and agrees to reimburse Nova Noco for any out-of-pocket costs, and indemnify Nova Noco and its agents against any liability (whether in tort, contract, property, restitution or otherwise) arising from the provision of services in accordance with the terms of this agreement.

11. If Nova Noco commences litigation or collection activities to recover amounts owed to Nova Noco by Owner, Owner will be liable to Nova Noco for any applicable fees as described in this agreement, reasonable collection costs, including (but not limited to) Owner location costs, employer search costs, court filing fees, collection agency costs, litigation costs and attorney fees in addition to the balance of the original amounts owed plus the legal rate of interest to Nova Noco pursuant to this agreement.

12. The failure of Nova Noco to enforce any provision of this agreement, to exercise any option provided herein, or to require performance by the Owner hereto, shall not be construed as a waiver of such provisions or affect the validity of any party of this agreement or the right of Nova Noco to subsequently enforce every provision. No waiver of any breach of this agreement shall be held to be a waiver of any other or subsequent breach.

13. Any services provided by Nova Noco for the care of any pet(s), but not specifically listed or described in this Agreement (including, but not limited to) pet massage, socialization or pet training classes, shall be bound by the terms set forth in this Agreement.

14. Nova Noco's prices are subject to change at any time, without prior verbal or written notice to Owner.

15. Owner agrees that his or her pet(s) may be videotaped, photographed, and/or recorded and that Nova Noco shall be the exclusive owner of all tapings, photography and records and rights thereto.

I, Owner, have thoroughly read, understand and accept the terms of this agreement. I have addressed any and all of my concerns with the Manager/Owner prior to signing and accept these terms for current and all future visits to Nova Noco for any and all services.

Pet Owner's Signature

Pet Owner's Name

Date