

This Agreement and the Supplements referred to herein apply to any and all visits involving your Pet(s) at NOVA Pets Health Center (NPHC), Doggie Day Care/Camp and/or any other Services provided by NOVA Pets Health Center as identified below and listed on the Activity Form.

1. **Pet Health and Behavior.** We reserve the right to refuse a Pet at check-in for any reason, including without limitation, if it appears to us your Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff.
 - No Pet can stay with us unless the Pet is healthy and we, at our request, have confirmation from a licensed veterinarian that the Pet has received all vaccinations required.
 - If, at any time, your Pet is found to have fleas or ticks, we may provide the appropriate flea or tick removal treatment, and you authorize us to provide such service at an additional expense to you.
 - You represent that your Pet has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been already disclosed to us.
 - We may accept certain older Pets and we may administer routine medication for chronic conditions, but we will not accept acutely sick, aggressive or biting Pets.
 - You represent and affirm that your Pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us.
 - You acknowledge that we may, at our discretion, contact appropriate authorities if your Pet bites another Pet or any person, including Animal Control.
 - In the unlikely event your Pet becomes ill or injured, or if your Pet has a preexisting condition which is aggravated by its stay and requires professional attention, we will attempt to notify you. If we cannot reach you, NPHC at its sole discretion, may administer medicine or give other necessary attention to your Pet, and you authorize us to provide any such service at your additional expense. In cases we believe to be critical, we may treat your pet first before trying to contact you.
2. **Communicable diseases.** Although all Pets coming into the Boarding/Day Camp facility are required to be vaccinated, it is still possible for a Pet to become ill. You understand and acknowledge this risk and agree that NPHC is not liable for any expense related to illness suffered by your Pet during or after its stay, including, but not limited to, Tracheobronchitis (Canine Cough) or H3N8 and H3N2 (Canine Influenza).
3. **Contact with Other Pets.** While your Pet is staying with us, he or she may socialize with other Pets. Every effort will be made to ensure the safety of our guests.
 - If your pet injures another pet or any person, you will be solely responsible for any injury to the other Pet(s) or person(s), as well as your own Pet, and YOU RELEASE AND DISCHARGE NPHC AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.
4. **Sole Ownership.** You represent to us that you are the owner(s) of the Pet(s) and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete.
 - You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorneys' fees, resulting from misrepresentations by you or your representatives or resulting from your Pet's stay including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.
5. **Services.** We agree to provide the specific services to your Pet for each visit as indicated on the Activity Form for each of your Pet's visits ("Services"). You are obligated to provide complete, truthful and accurate information and agree to update the information as necessary to ensure ongoing truthfulness and accuracy. We will exercise reasonable judgment as we provide the Services based on the information you provide to us.
6. **Payment for Services.** You agree to pay us for the Services we provide for your Pet(s) during each visit at the rates set forth at the start of each visit (collectively the "Charges"). Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your Pet(s). Boarding check-out time is by noon on the departure date and additional Charges will be due for late check out. If you do not pay your bill in full at check-in, you understand, that you will remain liable for all Charges incurred during your Pet's stay, and NOVA Pets Health Center reserves the right to collect any unpaid balance.
7. **Reservations.** Reservations are accepted but not guaranteed without verification of requirements.
8. **Cancellations.** If you need to cancel your reservation, you must do so at least (2) days prior to your scheduled arrival date. NOVA Pets Health Center reserves the right to charge late cancellation fees.
9. **Emergencies.** In an emergency or natural disaster, every effort will be made to contact you to retrieve your Pet. You agree that NOVA Pets Health Center, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your Pet until you can retrieve the Pet. You understand it may not always be possible to safely evacuate your Pet despite our best efforts.
10. **Check-In and Check-Out.** The lobby is open for check-in and check-out as posted on our website/front door.
11. **Personal items.** Do not bring personal items for your Pet. NPHC is not responsible for loss or damage to any personal item or toy left with your Pet.
12. **Pets not picked up on Departure Date.** If you do not pick up your Pet at the designated date and time, you hereby authorize us to continue to provide the Services as set forth in the Activity Form, at your expense. Day Camp guests may be converted to boarding services if the Pet has not been picked up within the lobby hours and you will be responsible for the expense.
13. **Abandoned Pet Procedure.** Unless otherwise required by applicable law, if you fail to pick up your Pet by the designated time:
 - All Services will stop, with the exception of the administration of medication necessary to ensure Pet health and safety and basic boarding services (food, water, relief time and shelter).
 - We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your Pet is not picked up within a reasonable time period, your Pet will be deemed to be abandoned and that we will deliver the Pet to a third-party adoption partner, Animal Control or other similar government agency. You understand that you may lose ownership of your Pet under these circumstances. If you fail to pick-up your Pet for any reason, YOU RELEASE AND DISCHARGE NPHC FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.
 - You shall remain liable to NPHC for all unpaid Charges, including without limitation the court costs and reasonable attorneys' fees incurred in the collection of the Charges.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.