No Ruff Housing

Policies and Procedures

This No Ruff Housing ("No Ruff Housing", "the nonprofit", "us" or "we") Policies and Procedures ("Policies and Procedures" or this "Agreement") will govern the undersigned's (the "customer," "you" or "your") relationship with us. By signing below, using the apps: Precise Petcare, Scout for Pets, Square, etc. or by engaging us to provide any products or services to you, you are entering into a legal contract, and you agree that all of the below shall apply to your relationship with us. Furthermore, you acknowledge and accept that our policies and procedures are subject to change at any time. To accommodate the unique needs of your pet, our policies and procedures may require special exceptions or adjustments without notice. All customers are expected to communicate with No Ruff Housing prior to beginning service if there are any questions or concerns. Communication is solely the responsibility of the customer. Thank you for the opportunity to serve you!

Mission Statement

No Ruff Housing shall be operated exclusively as a low-cost boarding for animals whose families are in crisis. We will provide quality pet care and safety for those animals. Our organization will serve individuals experiencing unfortunate circumstances with the goal of reunification and keeping pets with their forever families. Additionally, in an effort to save more pets and provide sanctuary for the overflow of displaced animals waiting to be adopted, No Ruff Housing will partner with animal rescues and shelters.

Purpose

By using No Ruff Housing, you acknowledge that we are a nonprofit corporation, and we are a legitimate business with actual expenses. Your payment will go towards our overhead and the direct care of your pet. We are a registered 501(c)(3).

No Ruff Housing provides low cost boarding programs for families in need, or who are experiencing an emergency situation that prevents them from hiring professional pet care at full price. All prospective clients must meet one of the criteria listed below, and submit a formal application for our boarding program in order to determine eligibility for care.

Licensed shelters and rescues are exempt from this rule as they actively serve the community and are encouraged to ask for our professional foster care services as needed.

Acceptable Situations

- **Long term boarding** is for families who are unable to house their pet for any reasonable circumstance listed below (but not limited to):
    - Students with zero housing options for their pet.
    - Military deployment.
    - Personal emergency that requires you to leave your pet for an extended period of time, but your income does not allow you to provide luxury accommodations for your pet(s). Eligibility of personal emergency is subject to approval.
- **Emergency boarding** is for families who experience a sudden change in lifestyle due to one or more of the following life events:
    - Loss of housing.
    - Loss of employment.
    - Loss of ability to properly care for pet(s) due to severe illness or injury.
- **Low-cost boarding** is for low or fixed income individuals who wish to secure quality care for their pet, but may not be prepared for the responsibilities of pet ownership. This program allows struggling pet owners a temporary housing solution for their pet who would have otherwise been rehomed.

If you have been approved for a boarding program due to one of the situations listed above, you understand and hold yourself responsible for improving your situation. **You acknowledge that you will be returning to collect your pet after a reasonable amount of time. No Ruff Housing is NOT a long-term option for customers who are financially capable of caring for their pet.**

If your pet has graduated from No Ruff Housing's boarding program due to your good fortune, our generous sponsor, Kat's K9s, is prepared to offer our customers a special discount to continue offering their pet concierge services.

Ownership

First and foremost, our boarding programs are in place to help individuals keep their pet. In the event that a pet is placed in our care as a result of an emergency that prevents the true owner from establishing care with No Ruff Housing, we will refer to the trusted guardian. We will follow all laws and regulations associated with ownership of your pet to ensure that the pets in our care are returned to the legal owner at the end of their stay with us.

If you decide that you can no longer responsibly own your pet, we can facilitate the pet's surrender to a local pet rescue or shelter. This organization can ensure your pet's adoption into a new family who will be better suited for them. Likewise, if there is zero communication within 14 calendar days of your contract's expiration, without warning or a reasonable excuse for lack of contact; or payments have not been received within a 60-day timeframe, we will assume that you wish to relinquish ownership. We will be forced to consider your pet as abandoned, and we will surrender your pet to the Aurora Animal Shelter (or closest available no-kill shelter with vacancy). We will hold the abandoned pet until we can secure their safety and successful relocation.

Alternatively, we can provide care as normal for your pet until a new home has been secured, as long as payments continue to be received.

Boarding

Programs Defined

All of our boarding programs are for pets who would be staying overnight at our home for one night or longer.

Long Term Boarding

Our customers come from all walks of life and career paths. Some careers may prevent pet owners from being home to care for their pet, necessitating the need for boarding. However, regular boarding at a facility can be very costly and exceed your monthly income.

If you are a student and temporarily unable to house your dog while you are in school (such as living in a dorm where dogs are prohibited, etc), we can provide a low-cost solution for your pet. Proof of tuition and current housing is required to be considered for this boarding program.

If you are in the military and about to be deployed, we understand that these periods of time can span months and the timeframe is never concrete. No Ruff Housing can help provide low-cost, reliable peace of mind for your pet's care while you are serving our country. We require proof of active duty military ID to be considered for this boarding program.

This program is considered "long term" if the intended duration is one month or longer.

Emergency Boarding

For those struggling to care for/house their pet due to a qualifying life event, No Ruff Housing offers low cost boarding for those individuals who need assistance in an emergency. We will require all supporting proof to be considered for this boarding program.

This program is commonly selected for shorter durations lasting one month or less. If you are experiencing an emergency that requires more time, your boarding would be considered "long term."

Low-Cost Boarding

We base our criteria off of the federal guidelines of $14,580 for a single person, and adding $5,140 per person in your household. Our base information is gathered by referencing your submitted tax forms and paystubs.

This program is intended for those who are in desperate need of short term and professional pet boarding, but whose expenses prevent them from affording such services. If you do not fit this criteria specifically but can prove that your expenses exceed what you can reasonably afford for pet care, an exception may be made to accept your pet into our program.

Boarding Procedures

Boarding would take place at the private home of a staff member as allowed by governing law pertaining to the location of the home. Customers acknowledge and understand that the home assignment may change based on the circumstances and services required. Furthermore, due to insurance limitations and health concerns, humans -other than staff and residents- are not permitted inside our staff's homes. Transportation of your pet may be an extra charge and is based on availability through an affiliated pet taxi company.

No Ruff Housing typically boards dogs and cats, but we are happy to accommodate other pets.

Customers can choose the VIP (very important pet) experience for pets who require boarding away from other guests. No other outside guests will be permitted to commingle on the property during their

visit. Private boarding is subject to availability and is offered at a separate property that may be obtained through Airbnb or similar lodging. Customers assume all responsibility for any liability, damages, or injury that may occur in relation to their pet, their assigned caretaker as it pertains to the pet, or the property they temporarily occupy.

Program Duration

The durations of our Long Term and Low Cost Boarding Programs are subject to each individual's unique circumstance and customized agreement between the Nonprofit and the Customer.

Our Emergency Boarding Program has a maximum duration of one year. If your pet has been accepted into our program, your pet can stay at our home for three months at a time. At which point, we will revisit your situation to verify whether or not it has improved. If you require our services for the full year and you are unable to resolve your situation, we may extend your pet's stay on a case-by-case basis.

Boarding Procedures

During your pet's stay at our home, our sponsor, Kat's K9s, will update you through their system at least once per week on weekdays only. Correspondence will be unavailable over the weekend unless you are dropping off or picking up your pet. More updates may be sent at our staff's discretion, but please be aware that our focus is on your pet and the other guests. Customers are not required to respond to updates, and we will assume that you've received our notifications. Likewise, please do not be concerned if we do not respond to your communication.

For our safety and privacy, will not include pictures of the interior of our home and will strictly be sending pictures of your dog whilst outside.

Dogs are encouraged to be active during their stay. We do not force playtime and instead facilitate positive engagement with the other guests if they are interested. Dogs are usually permitted to wander and enjoy the amenities offered at the home of the assigned staff member. For safety purposes, we only use kennels during brief periods of alone time, feeding, and sleeping. Kennel use is kept to a minimum. If your dog is not accustomed to using a kennel, please be aware of a fee if they cause excessive damage to or excessively soil their kennel. You accept all responsibility for your pet's behavior, including any harm they may cause to themselves while in and out of the confines of a kennel, and for any other damage or harm caused to our employees, contractors, volunteers, equipment, and other pets.

We are not responsible for any cuts, bruises, scrapes, etc., of any kind that your pet may inflict upon themselves while in and out of containment.

Cats will board at our home based on the preference of the customer. Options include:

a) VIP Boarding: they will have a private little room all to themselves, separate from dogs and cats.

b) VIP Boarding Plus: they will have free reign of our bedroom, sharing space with our personal dogs, but completely separate from other cats.

c) Luxury kennel boarding: this option is only available for cats boarding with us long-term. After 90 consecutive calendar days of boarding, we can upgrade them to a giant kennel with adequate space to move around and perch. They will be completely separate from dogs and cats within their kennel, but they will be able to see them in our group boarding space.

However, we have found that cats do not enjoy being moved from their home and may exhibit aggressive or fearful behavior when under our care. We will do our best to ensure that they are comfortable, but they will require time to adjust to unfamiliar surroundings. Likewise, we are not responsible for any cuts, bruises, scrapes, etc., that your pet may inflict upon themselves while in containment. You accept all responsibility for your pet's behavior, including any harm they may cause to themselves while in a kennel and for any other damage or harm caused to our employees, contractors, volunteers, equipment, and other pets.

We will dedicate time to spend with your cat throughout the day if they find our presence comforting.

Determining Eligibility

Priority

All customers who are currently enrolled in our care are our first priority. In the unlikely event of an emergency, we will contact our clients immediately. All prospective customers are required to wait until our administrative team can reach out to determine eligibility via email. We appreciate your patience and interest in No Ruff Housing!

Boarding Program Application

Prospective customers may be required to fill out our Boarding Program Application to determine eligibility.

Acknowledgements

Payment is due according to the payment schedule that has been indicated above, and your invoice will be considered overdue if left unpaid beyond seven days of the posted due date. In the occasional circumstance that invoices are delayed, customers are expected to pay their invoice as soon as possible.

Customers understand that all payments are non-refundable. Furthermore, you acknowledge that No Ruff Housing's charges are NOT fraudulent and you will not dispute any transactions that adhere to the payment plan and outlined in our policies. Therefore, you consent to issuing payment off-site and understand that you are not required to submit payment in-person.

Non-Payment: Customers are subject to late fees should they fail to pay their invoice by the agreed-upon timeframe. Late payments will incur an additional 2% fee per 30 calendar days following the due date when this happens or the highest rate permissible under applicable law.

If you decide to become a client of No Ruff Housing and would like updates, you understand that you are required to register for an account through Kat's K9s application, our generous sponsor. They will handle the care of your pet during their stay at our home. The app will allow Kat's K9s to update you once a week. You are required to create your profile and your pet's profile(s) before an update can be sent.

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If you have submitted a Boarding Application, someone from our administrative team will email you to discuss your options as soon as possible.

Your eligibility may expire after six months of no response or inactivity. If this happens, customers are required to restart the eligibility process.

Our rates are customized to fit each customer and are subject to change. When you have received the quote, you can request any of the following options through our app. We require an In-Person Meet & Greet for all dogs prior to enrolling in care, and payment for these meetings should be submitted before the scheduled date.

- In-Person Meet & Greet ($10)
- Virtual Consultation ($10)
- Phone Consultation (free)

Eligibility Criteria For Pets

- Vaccines must be current and appropriate to their species.

    - If your pet is exempt from the required vaccines to allow commingling, your pet may NOT be allowed to interact with the other guests.
    - If your pet requires vaccines from a vet that we facilitate, you are solely responsible for the expenses associated with veterinary care.
- Pets must have a current health exam from the vet.
- Pets should be neutered/spayed. If not, please provide a thorough and reasonable explanation why they are not fixed. Alternatively, if your pet is intact but you intend for them to be fixed prior to their stay, you would be responsible for arranging and paying for their surgery ahead of time. We are willing to facilitate the appointment (drop off and pick up) and care for them during the recovery process.
- Dogs must pass a temperament test if they are intended to commingle with the other guests.
    - Temperament tests are one to three-night stays where we can evaluate your dog and their behavior. This service is $10 per day.
    - If your dog is intact and exhibiting aggressive or problematic behavior (excessive humping, obsessive behavior, etc) that disturbs the other guests, they may not be allowed to commingle and would be treated as a VIP.
- Pets must be kennel trained or able to adapt to the kennel (used during rest periods when unattended).
- Pets must be wearing a quick-release collar with accurate identification and your contact information.
- Pets must come equipped with their food. For stays extending past one month of boarding, we require at least one month of food.
    - If your pet does not come equipped with food, we are able to provide food appropriate to the species. However, you understand and acknowledge the possibility of your pet experiencing tummy discomfort due to the consumption of unfamiliar food.
- An emergency guardian must be appointed should you become unreachable for any reason.
- Pets must be fixed if over 18 months old. If still intact at time of intake and a spay/neuter is not scheduled, you dog will NOT be allowed commingle.

Health

In leaving your pet(s) under the supervision of No Ruff Housing, customers must be aware that their pet is currently in good health, with updated proof of vaccinations. The customer must have a current health exam from their vet, with a note of any known health conditions in their profile and any instructions for care. Any health problems that develop with the customer's pet will be treated as deemed best by the company if we cannot reach the customer or their emergency contacts. The customer assumes all liability related to their pet's health. You hereby release No Ruff Housing, Kat's K9s and its owners, independent contractors, agents, and employees from any liability, illness, or injury that arises during care for your pet(s).

Upon Intake: If your dog exhibits a medical condition within three days that requires veterinary care such as allergies, an injury that was undisclosed and discovered, or similar related finding.; veterinary care may be required. The customer is solely responsible for covering all related veterinary expenses to ensure their pet's health is considered to be in good condition as deemed by the vet.

General Emergencies: In the unlikely event that we experience an emergency that impedes our ability to care for your pet at our home, we will relocate and continue care. Your pet's care and safety will always be our priority.

Medical Emergencies: No Ruff Housing reserves the right to seek medical treatment for your pet in the event of an emergency at the customer's expense. We will make all reasonable attempts to contact the owner before determining care. If we cannot reach you, the customer automatically authorizes emergency medical care to be provided by Seven Hills Veterinary Hospital. <u>The customer must reimburse No Ruff Housing for any charges related to emergency care.</u>

In the unlikely event that your animal should die while in our care, we will follow the instructions provided in our forms.

Reimbursement for General Medical Care: While your pet is in our care for durations of one month or longer, and as long as this duration has been paid in advance; No Ruff Housing will cover general vet visits up to $150 per pet, every 365 days. This excludes emergency care that may arise. Any expense exceeding this amount will be billed to the customer and is expected to be paid either at the time of the vet visit or paid in full by or before six months after the due date. Failure to reimburse No Ruff Housing for your pet's medical care (without proof of a reasonable explanation for the delay) may result in expelling your pet from our program. You may be sent to collections as a result. You release Kat's K9s, No Ruff Housing and its owners, affiliates, contractors, employees, volunteers, etc. from any liability relating to the veterinary visit.

Vaccines

All pets must be up-to-date on their vaccinations, and the owner must provide (electronic) proof from their veterinarian.

Canine vaccines must include:

1. Rabies.
2. Bordetella.
3. Leptospirosis.
4. Distemper, Hepatitis, Parainfluenza, Parvovirus (DAPPV)

Feline vaccines must include:

1. Rabies
2. Feline leukemia
3. Bordetella
4. FVRCP

You agree to provide us with your pet's current vaccination records. We reserve the right to remove your dog from our home or to discontinue providing any services to your pet if it is not fully vaccinated. However, the owner may provide a written explanation **from their vet** excusing their pet from a particular vaccine. You agree to release us from any illness, injury, liability, or damage caused by virtue of any failure to ensure your dog's health and you agree to indemnify us for any damage, loss, or claims that result.

Service Information

Hours

No Ruff Housing is a locally owned and operated nonprofit business. Our board contracts Kat's K9s, a small team of pet care professionals who are human. Knowing this, customers are asked to exercise patience and understanding regarding the timeliness of our responses. We will do our best to respond to urgent requests and appreciate your patience.

Office Hours

Mon-Fri: 8am-6pm, phone calls are by appointment only.

Our home and office is not accessible to the public, and your call will not be returned unless you schedule a Phone Consultation.

Due to the nature of our operation, our staff are actively caring for customers daily. While we are caring for your pet, we will send one update through Precise Petcare per weekday. This update includes pictures, a checklist, and a summary of your pet's day.

Updates are not available during the weekend, as we reserve this time to rest.

Our text line is: 720-345-7437

Our email is: noruffhousingcolorado@gmail.com

Boarding Program Daily Rates

We base our rates per day, and customers may receive a different rate than what is listed below depending on our individual agreements.

- **Dog**
  - starting at $10/dog
  - starting at $5/additional pet from the same family

- **Small Animals**
  - starting at $15/non-canine pet
  - starting at $5/additional non-canine pet from the same family

- **VIP Experience** (cannot blend with other guests)
  - starting at $20/pet
- **Accommodation Fee**
  - Intact Pets (cats and dogs): additional $5 per day
  - Female animals in heat: additional $10 per day
  - Dog-Selective: additional $5 per day

Excessive Behavior Fee: if your pet's behaviors become extreme, in our sole judgment, you may be subject to a fee starting at $30/occurrence. This is based on the extent of the damages, cleaning required as a result, etc. These behaviors include (but are not limited to):

- Counter Surfing
- Marking/Pottying indoors
- Digging
- Destructive Chewing
- Disruptive Behavior, including-
  - Obnoxious barking
  - Overly-aggressive play
  - Bullying/Fighting
  - Aggressive behavior towards our staff, volunteers, independent contractors, etc.
    - If your pet is exhibiting aggressive behavior towards our staff which results in injury, you accept full responsibility for the medical bills and related expenses.

Marking/Peeing and Pooping Indoors: Puppies and dogs that pee excessively in our homes will be required to wear a belly band or doggy diaper that we can provide at no extra charge. However, if your dog destroys our washable belly band or doggy diaper, you will be charged for the current market value plus a 20% convenience fee to replace it.

If your pet wears their own belly band or diaper (such as a puppy or a senior pet) that needs to be laundered during their stay, you will be charged $5 per load of laundry.

Services -We do things differently here at No Ruff Housing!

No Ruff Housing offers a safe haven for pets who need a place to stay. **We partner with Kat's K9s, a professional pet concierge service, who will be on site daily to provide quality care and affection to your pet.** In regards to our canine guests, when we receive a new dog into our home, they will be given ample time to decompress and adjust to our environment. Some dogs may require more time than others, and that is okay.

For our dog-friendly guests enrolled in our boarding program, we encourage positive social interaction and good manners -both on and off the leash. Dogs are allowed to interact with each other at a pace

that is appropriate for them. We have plenty of space for private time and solo enrichment. We do not permit obnoxious or rude behavior that may disrupt our pack or environment. Our guests should be able to exhibit good canine citizenship if they are commingled.

Since your dog would be staying at our home full time, we may take them off-site to walk around the neighborhood or experience a nature-y environment such as a park or hiking trail. These activities are always on-leash and we will avoid all pets and people to prevent liability.

Our services may vary as we tailor our experiences based on the needs of each dog. For instance, dogs who prefer being on their own can opt for our VIP (very important pup) Experience for an additional fee.

The care routine for non-canine guests is customized based on the needs of each pet.

Complimentary services based on acceptance:

- **Long Term and Emergency Boarding** with a duration spanning one month (30 calendar days) or more will receive the following complimentary accommodations:
    - **Free Pet Food:** if you are boarding your pet beyond one month, we require an estimated 30-day supply of food appropriate for your pet's breed, age, and size. We will transition your pet to our current brand of food and will continue feeding them what we have in stock for the entirety of their stay.
    - **Free Adventure Day/Doggy Daycare:** if your dog is fixed, friendly, and well-socialized, your dog may have the opportunity to attend Kat's K9s' Tuesday and Thursday Adventure Day/Doggy Daycare sessions. This is a small group experience and subject to availability. <u>This service is not available separate from boarding</u> unless you are prepared to pay full price through Kat's K9s.
    - **Free Grooming:** if you are boarding your *dog* for a duration of two months or longer and you have paid your bill consistently, we may employ the professional grooming services of Scrub Up Mobile Pet Wash & Grooming, our mobile grooming affiliate. No Ruff Housing will cover the cost of grooming as it pertains to your pet's general hygiene and well-being, at a frequency that we deem appropriate. Grooming services include a bath, blow-dry, coat brushing, ear cleaning, teeth brushing, and nail trim. Haircuts may be included if your pet's breed requires this service.
        - If you are boarding your *cat* for a duration of six months or longer and you have paid your bill consistently, the above may be included.
    - **Free [Limited] Veterinary Services:** for pets who are enrolled to stay/have stayed for 365 days and the customer has consistently paid for services during that time, No Ruff Housing will cover up to $150 of their annual veterinary visit at a veterinarian of our choosing. This appointment is intended for routine wellness and to update your pet's vaccines, approximately one year after your pet's initial vet visit upon acceptance.

- **Low-Cost Boarding** can be any duration based on the customer's qualifying circumstances to classify them as "low income."
    - **Free Pet Food:** if you are boarding your pet beyond one month, we require an estimated 30-day supply of food appropriate for your pet's breed, age, and size. We will transition your pet to our current brand of food and will continue feeding them what we have in stock for the entirety of their stay.
    - **Free Adventure Day/Doggy Daycare:** if your dog is fixed, friendly, and well-socialized, your dog may have the opportunity to attend Kat's K9s' Tuesday and Thursday Adventure Day/Doggy Daycare sessions. This is a small group experience and subject to availability. <u>This service is not available separate from boarding</u> unless you are prepared to pay full price through Kat's K9s.

Account Registration

If you are interested in receiving weekly updates from Kat's K9s, all new customers must complete their registration in Kat's K9s system through Precise Pet Care. They will send an email to confirm registration. You may need to check your Spam/Junk folder or wait a few hours for the link.

You can proceed with your account through the included desktop site for customers who wish to avoid maintaining an additional app on their device. You are responsible for requesting and maintaining your appointments through the desktop site if you opt-out of the mobile apps: Android OR Apple.

By creating an account with Kat's K9s, you are agreeing to their policies and procedures, but you are exempt from their service rates and fees unless you have graduated from No Ruff Housing's boarding program.

Account Information

Information that you provide to No Ruff Housing is secure and confidential. Likewise, we will not share your personal information with other parties unless authorized or before notifying you in advance. Additionally, we will not sell your information to anyone.

Adventure Day and Daycare

Adventure Day and Daycare is provided by Kat's K9s. Adventure Day is an on-leash outing where your pet will be walked with a small group of other dogs. Likewise, these small-group sessions may be available as an off-leash experience through daycare and will take place at a secure, pop-up location with a yard. This daycare service is usually provided on Tuesdays and Thursdays, at no additional cost to our clients when combined with a boarding program. Both Adventure Day and Daycare are complimentary services if the customer is eligible and subject to availability.

Grooming

Full-service grooming is performed by a professional grooming affiliate. This service is included for customers who enroll in Long Term or Emergency Boarding that extends beyond one month. Customers are required to sign Scrub Up's consent forms prior to receiving their professional grooming services.

Furthermore, our groomers will apply their years of experience to groom your pet. However, please be aware that your pet's comfort and health will always be their number one priority. There is always the possibility of cuts, nicks, burns, etc., during the grooming process. Some pets are more challenging to handle than others, and accidents can occur. For instance, if your dog's coat is matted, mat burns may be present after shaving out. Injuries caused due to the condition of your dog's current coat condition are NOT the responsibility of No Ruff Housing, our employees, contractors, grooming affiliates, etc. Any vet costs incurred due to these injuries are at the customer's expense.

Pets who are not accustomed to being groomed regularly may not be cooperative and can prevent our groomers from completing their job. You agree to adhere to the groomer's policies and insurance limits.

You hereby release No Ruff Housing and our contractors, affiliates, employees, volunteers, and Kat's K9s, of all liability, satisfaction concerns, injuries, etc., related to the contracted grooming services. Grooming is for hygiene and health purposes, this is not a privilege that can be abused.

General Bath for Hygiene, Offered by No Ruff Housing

If your pet soils itself or becomes dirty during playtime, weather, etc. We may be required to perform a bath. All bath services will occur at the nearest self-wash facility. Please note any allergies that your pet may have before service. This bath service is meant to help maintain cleanliness for your pup(s). When choosing this service, you acknowledge that No Ruff Housing's staff are not certified groomers, and you release No Ruff Housing, our employees, independent contractors, affiliates (Kat's K9s), volunteers, etc., of all liability. Baths are for hygiene purposes only.

Meet & Greet

We may require an In-Person Meet & Greet prior to beginning your boarding program. Customers will have the opportunity to meet our team on neutral territory near or outside of our home. Please be aware that this service is for introduction purposes only and is not necessarily an accurate example of how your pet will behave while under our care. To ensure the best first impression, we recommend a one-two night stay to allow pets to warm up to their new environment without owners present. New people, places, and animals can be overwhelming for all pets involved.

Due to the personal nature of our boarding services and insurance limitations, we do not permit human customers inside our staff homes. This is also to protect the safety of our other guests on-site. However, if you wish to see the inside of our sitter's homes, we are more than happy to conduct a virtual tour.

Phone calls are always welcome, but an appointment is required to ensure our focus is on our client during the consultation.

We are not obligated to accept any pet for our boarding program, and we provide the services in this Agreement at our sole discretion.

Pet Taxi

This service, if available, is offered by an affiliated pet handler service. If contracted, you agree to the company's policies and procedures, including a release of all liability. You also release No Ruff Housing of any and all liability related to the Pet Taxi service should your pet be involved in a car accident, etc., while they are handling your pet inside the vehicle.

Equipment

No Ruff Housing, in affiliation with Kat's K9s, reserves the right to use the necessary equipment to contain our customers' pets while keeping our staff members safe. Depending on the dog and preference of the staff member, we will supply our equipment based on the circumstances. Customers are not expected to provide this equipment but are encouraged to review our preferences for educational purposes. We are comfortable using e-collars or prong collars if appropriately used and supplied by the customer.

Additionally, if your pet arrives at our house for boarding without a collar, we will use one of ours during their visit. If we forget to remove our collar, *you may be billed up to $20 for the collar* since it is the customer's initial responsibility to provide one for their pet. If your dog arrives at boarding wearing a prong collar, we will remove it. We are not responsible for loss due to removal of this item. We are also not responsible for any injury that may occur relating to the use of the prong collar, and the customer assumes full responsibility for the consequences and any related bills as a result.

In the unlikely event that your dog damages or destroys our equipment, you will be charged the current market value plus a 20% convenience fee, to either repair or replace the item(s), at our sole discretion. We do not charge extra for bowls, toys, or puzzles that may be damaged caused by normal wear and tear.

You grant us permission to use any equipment we choose for the safe handling of your pet at any time. Additionally, we are not responsible for any adverse reactions your pet may have to our equipment. For example, if your dog exhibits poor leash manners and pulls on the leash, we may resort to using a harness. Harnesses are helpful tools to prevent pulling and allow us to handle your pet safely. However, if your pet is not used to a harness, it may cause friction and rub against their fur/skin.

Likewise, you assume responsibility and liability for your dog if they are wearing improperly fastened or inappropriately used gear. If our staff receives/picks up your dog in this manner, you release us from all liability.

You hereby release No Ruff Housing, Kat's K9s and its owners, independent contractors, agents, and employees from any liability related to using our equipment for pet handling. You understand that compensation for excessive damage caused by your pet may be required and added to your invoice.

Our billable equipment includes (but is not limited to)-

Boarding:

- Human furniture such as beds, couches, rugs, etc.
- Kennels (brand and material vary)
- Swiftpaws Lure/Flag Game
- Male belly bands and female dog diapers

Dog Walking:

- Coupler/Splitter (brand varies)
- Easy Walk Harness by PetSafe
- Gentle Leader by PetSafe
- Hands-Free Dog Walking Belt and related accessories by TinyHorse
- Martingale Collar (brand varies)

Incidental Grooming:

- Clippers
- Combs/Brushes
- Dryer
- Scissors
- Bathtub: damages sustained such as clawing, biting, etc.

Poo Bags: Customers are not expected to supply these items, but donations are appreciated!

Payment

Payment is accepted through multiple methods. Cash and direct transfers are acceptable as well. If you'd like to use a credit card, we recommend using Melio to send funds directly to our bank account using your credit card. Payment is due upon receipt of your invoice, or up to seven days past the due date. Unless a payment schedule has been established, your invoice will be considered overdue if left unpaid beyond seven days of the posted due date.

There is currently zero penalty for canceling your booking, but any payments made to secure your booking is NON-REFUNDABLE. Regardless if you use our service or not, you understand that we do not offer refunds of any kind, or for any reason.

In the occasional circumstance that invoices are delayed, customers are expected to pay their invoice as soon as possible.

Non-Payment: Customers are subject to late fees should they fail to pay their invoice by the agreed-upon timeframe. Late payments will incur an additional 2% fee per 30 calendar days following the due date when this happens or the highest rate permissible under applicable law. After two months of non-payment, you may be sent to collections.

Additionally, failure to pay for your bill may result in expelling your pet from our program and your pet will be considered abandoned.

Rates

Low-cost boarding of any kind starts at $10 per day.
Payment is due weekly. If eligible, clients can choose to pay for months in advance for a discounted daily rate:

- Pay for 1 month in advance: $270 ($9/day)
- Pay for 2 months in advance: $480 ($8/day)
- Pay for 3 months in advance: $630 ($7/day)

Payment Methods Available:

- **Apple Pay:** 720-345-7437
- **Direct Account Transfers:** send funds to the corresponding bank account
    - **Account Number:** 4811272319
    - **Routing Number:** 107005047
- **Cash App:** https://cash.app/$noruffhousing
- **Square:** https://square.link/u/sh6IHHOy
- **Venmo:** https://account.venmo.com/u/noruffhousing
- **Zelle:** noruffhousingcolorado@gmail.com
- **Cash:** Cash payments must be provided in a sealed envelope with the exact balance, clearly labeled “for No Ruff Housing”. Our staff is not permitted to carry change.

Procedures

Aggressive/Dog-Selective Pets
Aggressive behavior should not concern you if your pet is ordinarily playful and understands good canine citizenship. However, in the unlikely event that your dog is bullying the other guests, we will isolate them from the group and may charge an Aggressive Dog Surcharge as a result. This fee will also apply to pets who are aggressive and cause injury to our staff.

We will report any serious altercations to the related owners due to your pets’ negative interactions. If your pet has been placed in “time out” (kennel time, separate from other dogs) after an incident occurs, they are allowed an opportunity to correct themselves. However, if they repeat this behavior, they will be isolated from the rest of the group for at least one day.

Dogs are permitted one opportunity to make amends with our group. However, if their negativity continues during their stay, they will be permanently separate and an Aggressive Dog Surcharge will apply to your daily rate.

If your pet bites one of our staff, volunteers, independent contractors, etc. that requires us to visit Urgent Care or an Emergency Room, your dog bite will be officially reported to the appropriate authorities.

Puppies and Intact Pets
Puppies who are fully vaccinated are permitted to join our groups. Females under two years old are allowed as long as they are not in heat. Males are allowed as long as they do not display any aggressive or obnoxious behavior. We only permit one intact pet per group. We do not allow intact males and females to comingle unless they are under six months old.

If your female dog is in heat and scheduled for boarding, we will separate them from the rest of the pack. If the female dog requires accommodations off-site and separate from the group, they may be subject to our VIP Boarding rate or Intact Pet Fee.

However, if your pet exhibits disruptive behaviors to the group, they will be isolated until we can safely handle the pet.

It is highly recommended to spay and neuter your pet(s) to maintain a peaceful dynamic among our guests. An additional fee may apply based on your pet's behavior, as a result of being intact. Please see our Excessive Behavior Fee.

Human Contact
Due to insurance limitations, non-staff humans are not permitted to interact with our boarding guests at any time.

Treats
No Ruff Housing loves to reward our customers' pets with treats and will usually provide our own. Customers are expected to provide information about dietary restrictions, allergies, or behavioral triggers regarding treats (resources) within their pets' profiles. If the customer does not approve our treats, No Ruff Housing's staff will be happy to reward the pet with treats provided by the customer. You accept sole responsibility for any harm to your pets resulting from your failure to inform us of dietary restrictions or allergies. You hereby release Kat's K9s, No Ruff Housing and its owners, independent contractors, agents, and employees from any liability related to the foregoing.

Allergies
For dogs who have known allergies or are experiencing allergic reactions, we will do our best to alleviate their discomfort with the appropriate medication and supplements. However, if allergic conditions are present and they require veterinary assistance, the customer may be liable for all expenses related to veterinary care.

Upset Tummies
For dogs who are experiencing gastrointestinal issues, we will do our best to manage and soothe their stomach since these issues generally lead to mess and generate excessive amounts of soiled laundry. Customers may opt out of our Upset Tummy Protocol, but there may be a cleaning fee involved if your pup's tummy issue does not resolve after three days.

When dealing with these situations, we will usually provide foods or supplements commonly associated with calming the dog's system until their stool returns to a normal texture. Customer's will not be billed extra for tummy trouble unless the dog began care with an upset tummy from Day 1. In some cases, gastrointestinal issues may arise due to stress among some dogs who are unfamiliar with boarding.

Visitors
We do not permit visitors on our property at any time. If you wish to see your pet in-person, we are happy to arrange a pick-up and drop off time for you to collect and return your pet for as long as you desire. These scheduled visits are specifically for you and your pet to maintain your bond, but does not exempt you from our boarding rates. The daily boarding rate applies while your pet is enrolled in our Boarding Program.

Social Media

Like most businesses, No Ruff Housing is on social media! We may take pictures and videos for customer enjoyment and promotional purposes during your pet's stay with us. You hereby authorize No Ruff Housing and Kat's K9s to post this content, and you agree that we may use, and you hereby grant a license to us to pictures or videos of your pet on our social media without compensation to you. We respect the privacy of our customers and will not share any identifying or sensitive information pertaining to your situation.

Likewise, customers are encouraged to share the images and recordings that we send in our updates. However, permission is only granted if you tag/give credit to Kat's K9s and No Ruff Housing on any applicable feeds:

- Facebook: No Ruff Housing

- Instagram: noruffhousing

If you decide that we are not permitted to post images and recordings of their pet(s), you are required to give us advance emailed notice, and we will honor your request.

Liability

While under the care of Kat's K9s, No Ruff Housing and its owners, independent contractors, agents, volunteers, employees, etc. you understand and accept sole responsibility for any harm your pets have caused or may cause to themselves, people, property, or other pets/customers. Kat's K9s and No Ruff Housing will not be liable for damage or loss to any people, property, or other pets. Therefore, you hereby release Kat's K9s, No Ruff Housing and its owners, independent contractors, agents, volunteers, employees, etc. from any liability that arises during care for your pet(s). You will defend and hold us harmless from and against, and shall indemnify us for, any loss, liability, damage, judgment, penalty, cost, or expense (including administrative costs and expenses, attorney's fees, and costs of defense) suffered or incurred by any person, animal, or to any property, caused by your pet or in connection with our care for your pet or pets.

You also release all associated landlords and managers of property that we may reside or occupy for the purposes of pet care. You acknowledge and accept all risks involved.

Animal Bites

We are responsible for reporting all dog bites to the proper authorities should the situation be deemed severe. Customers are responsible for all costs and expenses due to bites. You hereby release Kat's K9s, No Ruff Housing and its owners, independent contractors, agents, volunteers, and employees from any liability for any dog bite incidents, whether caused by or suffered by your dog. You will defend and hold us harmless from and against, and shall indemnify us for, any loss, liability, damage, judgment, penalty, cost, or expense (including administrative costs and expenses, attorney's fees, and charges of defense) suffered or incurred by any person, animal, or to any property, caused by any dog bite incident.

Furthermore, if your pet bites and causes injury to our staff or our guests, you assume all responsibility for the related expenses incurred at any time.

General

We have referred to a number of specific circumstances under which you will be responsible for any loss, injury, damage, or claim caused by your pet or incurred by your pet. Those specific references are not meant to be exclusive. You shall be responsible for all actions of your pet, and any damage, loss, claims, or other costs or claims incurred as a result of your pet's behavior in connection with any of the services or products that we provide. You shall be responsible for any injury or loss to your pet, and any claims or other costs occurring as a result in connection with any of the services or products that we provide, unless we expressly have assumed liability for such loss in this Agreement. You hereby release Kat's K9s and its owners, independent contractors, agents, and employees from any liability for anything described in this paragraph, without limiting the application of the remainder of this Agreement. You will defend and hold us harmless from and against, and shall indemnify us for, any loss, liability, damage, judgment, penalty, cost, or expense (including administrative costs and expenses, attorney's fees, and charges of defense) suffered or incurred by any person, animal, or to any property, for anything described in this paragraph, without limiting the application of the remainder of this Agreement.

Furthermore, you shall be responsible for additional work hours as a result of caring for your pet due to a medical emergency. Likewise, this applies to work hours caring for guests who have been injured by your pet.

Contingency Plans

Unlikely Events

In the unlikely event of an electrical outage, faulty HVAC system, fire, mechanical breakdown, etc. that prevent us from safely housing and caring for the pets in our home directly, we will either evacuate to an Airbnb, or we will use the President's personal residence for temporary shelter. If the worst case scenario is present and neither of the aforementioned options are viable, we will relocate the animals in our care to nearby boarding facilities and will cover the costs associated.

No Ruff Housing's core team consists of one person, the President. Therefore, the President will enact all emergency plans as the situation arises.

If evacuation becomes necessary and the alternate locations are available, the following procedures will apply:

1. Load up pets into a vehicle.
2. Equip the vehicle with crates as needed if pets cannot safely commingle.
3. Equip the vehicle with bowls, food, water (if not accessible), and bedding.
4. Equip the vehicle with cleaning materials for crates: soap, disinfectant, scrub brush, bucket, towels, and laundry bag.
5. Drive pets to the alternate location where ventilation will be available since we would be using homes with windows.
6. Assemble equipment as it pertains to the care of each animal.
7. Temporarily occupy the space until it is safe to return to home base.

If a shelter-in-place order is in effect and we will not be required to relocate from our home; all resources should still be readily available. However, we will have backup jugs of water and backup food for the animals in our care, should their previously provided rations become depleted. This backup will also apply if we have a shelter-in-place order at a temporary location.

Storing Backup Stock
Every first of the month, we will ensure that we have fresh backup stock of food and water to last at least two weeks, sourced from a nearby grocery store.

Veterinary Care
If we are not required to shelter in place and the use of a veterinarian is required, we will refer to our affiliated 24-hr emergency vet, Seven Hills Veterinary Hospital.

Escapes
In the unlikely event that a pet escapes from our home, we will report this event to PACFA, the owner, and the emergency contact listed. Animal Control, local shelters, PetFinder, and Facebook groups will also be notified to spread awareness.. We will then recruit the help of volunteers to locate the lost pet for a minimum of 24 hours. Animal Control may have the resources to assist us in gathering their own volunteer forces specializing in the trapping of stray pets.

Weather
The weather in Colorado can be unpredictable. Due to the safety of our staff, No Ruff Housing reserves the right to use our best judgment when extreme weather conditions are present. This specifically pertains to **VIP Clients (dogs who require intentional separation from other pets).**

No Ruff Housing may be forced to bring your pet into an environment with other animals due to inclement weather conditions that make it unsafe for travel to an off-site location, where your pet is kept isolated in a private environment. If this happens, we will keep your pet separate from our other guests to ensure that direct interaction does not occur. However, they may see, smell, or hear our other guests; you acknowledge that this may be unavoidable and understand that we will keep your pet safe.

Overview

To ensure the health and safety of your dog and all other guests, we require that all our clients agree and comply with the following terms and conditions.

1. You agree that your animal meets the following requirements:
    a. Your pet is fully vaccinated or can provide an excuse from a particular vaccine.
    b. Your pet displays good canine citizenship when enrolled in care, exposing them to other guests; or, your pet is deemed as a VIP (very important pet) and enrolls in care that is separate from other guests.
    c. Your pet is generally friendly towards our staff and independent contractors.
    d. Your pet is in good health, and all injuries, illnesses, etc. are brought to our attention.
2. You acknowledge that you will be returning to collect your pet after a reasonable amount of time. No Ruff Housing is NOT a long-term option for customers who are financially capable of caring for their pet.
3. Except as set forth above, we will not administer medication, supplements, or special foods or beverages to your animal without prior written instruction from you which shall include the time to administer, dosage, and other instructions as we may request. All medications, supplements, foods, or beverages must be in their original containers and cannot be expired. Any sedatives must also be accompanied by a letter of instruction from the licensed veterinarian who prescribed the sedative.
4. If you wish for us to feed your animal while in our care, you agree to adhere to our policies listed in this document.
5. If your pet's tummy becomes upset during our care, you permit us to administer the appropriate foods and supplements required to calm their gastrointestinal system to bring their stool back to normal consistency.
6. You hereby give your consent to all photographs, audio recordings, and/or video recordings taken of your animal. You agree that we own all rights, title, and interest in such photographs, audio recordings, academic work, and/or video recordings and we may use any such materials in any broadcast and electronic media formats now existing or in the future created, including but not limited to print media, marketing, advertising, promotional materials, and social media.
7. You agree that we are authorized to report the abuse or neglect of your animal to appropriate authorities.
8. You agree to pay for all Services at our discretion. Payment may be required in advance, at the time of drop-off, after service, etc. unless payment has been arranged otherwise. You hereby authorize us to charge any of the credit card numbers you have provided to us for any unpaid fees, services, or products.
9. You understand that the time clock for boarding is based on a daily rate and will be billed according to each calendar day.
10. You acknowledge and understand that No Ruff Housing is a sanctuary for pets needing a temporary boarding space, and Kat's K9s is contracted to care for the animals in our home.
11. You understand that Pet Taxi is offered by an affiliated pet handler and charged by the mile and duration of the trip. Time starts as soon as the pet leaves their home, to the time they arrive at their destination (our home).
12. You agree to pay for all fees and surcharges that apply to your booking should your pet meet the criteria listed in our accommodations list of fees.
13. All Boarding Programs are reserved services, payment is non-refundable and non-transferrable.
14. Bulk payments are non-refundable and non-transferrable, and will expire based on the terms established at the time of purchase.
15. You understand and agree with the rules set forth above.
16. For the protection of your animal and the other animals in our care, if your animal exhibits aggressive behavior while in our care, you hereby authorize us to leash your animal, isolate your animal in a kennel, and/or to muzzle your animal. We reserve the right to cease all Services in the event your animal exhibits aggressive behavior or we determine, in our reasonable discretion, that providing such Services may result in damage to property or injury to our staff, your animal, or other animals in our care.

17. You authorize us to use the appropriate gear to safely handle your dog during playtime.
18. Accordingly, you understand that our services require compensation. If, within 14 calendar days of your contract's expiration, without warning or a reasonable excuse for lack of contact; or payments have not been received within a 60-day timeframe, we will assume that you wish to relinquish ownership and your animal will be deemed abandoned. They will be delivered to the closest no-kill animal shelter. You agree that you are solely responsible for all costs associated with the transportation, boarding, or release of your animal. YOU FULLY UNDERSTAND AND AGREE THAT IF YOU ABANDON YOUR ANIMAL, YOU MAY BE UNABLE TO RETRIEVE POSSESSION OF YOUR ANIMAL AND YOU FURTHER AGREE THAT YOU WILL HAVE NO RECOURSE AGAINST US ARISING FROM OR RELATING TO THE ABANDONMENT OF YOUR ANIMAL.
19. You understand and expressly agree that every one of the foregoing provisions is in full force and effect and shall apply to every Service provided to you and your animal. This Agreement shall remain in full force and effect as between you and us until and unless canceled, modified, or superseded by a writing signed by both you and us.

These Policies and Procedures may reference a dog, cat, or other pet specifically. In that case, you understand that this term applies to your pet regardless of what was referenced in these Policies and Procedures. All questions concerning the validity, interpretation, or performance of any of the terms, conditions, and provisions of this Agreement or any of the rights or obligations of the parties shall be governed by, and resolved in accordance with, the laws of the State of Colorado. All actions or proceedings, at law or in equity, to enforce or interpret the provisions of this Agreement shall be litigated in courts having situs within the State of Colorado. If any legal action or other proceeding is brought for the enforcement of this Agreement, the prevailing party shall be entitled to recover reasonable legal fees and other costs incurred in that action or proceeding, in addition to any other relief to which it may be entitled. The terms and conditions set forth herein constitute the entire agreement between the parties and supersede any communications or previous agreements with respect to the subject matter of this Agreement. There are no written or oral understandings directly or indirectly related to this Agreement that are not set forth herein. Our owners, partners, members, managers, shareholders, or joint venturers shall not have any personal liability hereunder. The various section headings are inserted for purposes of convenience only and shall not affect the meaning or interpretation of this Agreement or any section hereof.

I certify that I have read this Policies and Procedures document in its entirety and agree to be legally bound by it.

Signature: _____

Name: _____

Date: _____