



Adoption Partner Handbook

Revised January 2020

Petco and the Petco Foundation – Committed to Lifesaving

Petco, Unleashed by Petco, and PetCoach teams across the country encourage their communities to Think Adoption First by partnering with the Petco Foundation and local animal welfare organizations to make animals available for adoption in our stores. Each year, these partnerships help more than 400,000 pets find loving homes and families.

At the Petco Foundation, we believe that every animal deserves to live its best life. Since 1999, we've invested more than \$260 million in lifesaving animal welfare work across the country. With more than 4,000 animal welfare partners, we inspire and empower communities to make a difference in the lives of animals. Through adoption efforts in more than 1,500 stores nationwide, we've brought more than 6 million pets together with loving families. And we're just getting started.

NOTICE: Throughout this handbook Petco, Unleashed by Petco, and PetCoach stores are herein referred to as "Petco". The guidelines contained herein are subject to change without notice at the sole discretion of Petco or the Petco Foundation, with or without notice. The Petco Foundation makes no express or implied warranties in regard to this handbook and is not responsible for errors, or for incidental or consequential damages in connection with the furnishing or use of this material.

petco **PetCoach** unleashed by petco

CONTENTS

- Program Overview 5
 - Introduction..... 5
 - VIN – Vendor Identification Number..... 5
 - General Requirements For All Partners..... 5
 - Questions About The Program..... 5
 - People You Should Know 6
- Petco’s Standards For Guest Service 6
 - Appearance, Attendance & Behavior 7
- Animal/Human Health & Safety 7
 - Required Documentation 8
 - Vaccination Requirements..... 8
 - Dogs And Puppies 8
 - Cats And Kittens..... 8
 - Spay & Neuter Requirements..... 8
 - Disease And Parasite Testing Requirements..... 9
 - Medical & Other Procedures 9
 - Temperament Requirements..... 9
 - Reporting Incidents 9
 - Friends, Pets & Animals Not For Adoption..... 9
- Presentation & Housing Expectations..... 10
 - Stationary Habitat..... 10
 - Mobile Adoptions And Adoption Events..... 11
 - Bird Adoptions..... 12
 - Odor Control And Cleanliness..... 12
 - Animal Handling 12
- Adoption Process 13
 - Adoption Process Requirements 13
 - Post Adoption Expectations..... 13
- Marketing & Promoting Adoptions 14
- Partnership 14
 - Harassment & Discrimination 14
 - Adoption Event Supply List..... 15

Terms & Conditions	16
Adoption Partner Handbook/Policies & Procedures	16
Petco Waiver Of Liability/Petco Adoption Form	16
Non-Disparagement.....	16
Indemnification.....	16
No Guarantee Of Availability	17
Annual Renewal	17
Separation	17
STATE-SPECIFIC CONSIDERATIONS.....	17
ALL STATES:.....	17
ILLINOIS ADOPTION PARTNERS:	17
ILLINOIS – ANIMAL WELFARE ACT	17
MASSACHUSETTS ADOPTION PARTNERS:	18
MASSACHUSETTS ADOPTION ELIBILITY.....	18
COLORADO ADOPTION PARTNERS:.....	18
PACFA – PET ANIMAL CARE FACILITIES ACT	18

PROGRAM OVERVIEW

INTRODUCTION

Thank you for your lifesaving work promoting pets for adoption within your community. We're thrilled to be your partners in lifesaving!

Please ensure this handbook has been reviewed by all staff and volunteers from your organization who will be participating in adoptions in Petco stores. The manual was designed to help maintain high-standards and uniformity for adoptions occurring in stores across the country. We want every guest in Petco stores to have a great experience with us – and with you!

All representatives of your organization are expected to abide by the requirements, policies and procedures stated in this handbook and the **Terms and Conditions** (included at the end of this handbook) in order to continue a partnership with Petco and the Petco Foundation. Animal care and customer service are an integral and important aspect of Petco and the Petco brand, and we consider these requirements to be non-negotiable.

VIN – VENDOR IDENTIFICATION NUMBER

When your organization was approved as an adoption partner you received a Vendor Identification Number. This number identifies your organization within Petco systems and should be entered on every Petco Adoption Form (see Adoption Process).

To protect your organization do not share or allow another group to use your VIN, or process adoptions using your VIN.

GENERAL REQUIREMENTS FOR ALL PARTNERS

Provide the General Manager or Adoption Captain with names and contact numbers of the member(s) of your organization to be contacted if an animal becomes sick or injured, the member(s) from your organization responsible for daily maintenance of animals housed on Petco property, and your organization's veterinary contact information.

From time to time you may be contacted by the Petco Foundation or Petco in regard to your partnership, incidents or particular adoptions for which we've received customer complaints. We ask that you respond in a timely manner and be prepared to participate in calls or meetings with professionalism, when asked.

Ensure all adoption staff and volunteers are 18 years of age or older; volunteers who are 16–17 are permitted to attend adoption events only if directly supervised by a volunteer or staff member 18 years or older.

QUESTIONS ABOUT THE PROGRAM

If you have any questions about this handbook or feel that you cannot comply with any policy or procedure, please speak with your store leadership team immediately or email adoptions@petcofoundation.org.

PEOPLE YOU SHOULD KNOW

PETCO GENERAL MANAGERS	<ul style="list-style-type: none">• Petco General Managers lead all store functions and are responsible for the decision-making and management of your local store.
SELLING EXPERIENCE LEADERS	<ul style="list-style-type: none">• Selling Experience Leaders are the catalyst and champion for relationship building with Petco guests and ensure the health, welfare and proper care of live animals within Petco stores.
PETCO ADOPTION CAPTAINS	<ul style="list-style-type: none">• Petco Adoption Captains work within the Petco store and have been chosen by store leadership to be your main contact. Adoption captains may also work directly with your organization during all adoption events to answer questions and provide support, including helping new pet parents shop for supplies and ensuring the success of your partnership with Petco.
DISTRICT GENERAL MANAGERS and/or MARKET LEADERS	<ul style="list-style-type: none">• District General Manager and Market Leaders support the efforts of your Petco store's leadership team. They work hand-in-hand to ensure adoption, animal care and customer service expectations are met.
PETCO FOUNDATION REGIONAL PROGRAM MANAGERS	<ul style="list-style-type: none">• Petco Foundation Regional Program Managers act as the liaisons for your organization, Petco stores and the Petco Foundation. Their goal is to help develop programs that ensure the success of adoptions nationwide.
LEADER ON DUTY (LOD)	<ul style="list-style-type: none">• Leader On Duty is a Petco staff leader who is assigned as the point person/manager of the store to provide management coverage seven days a week, across all shifts.

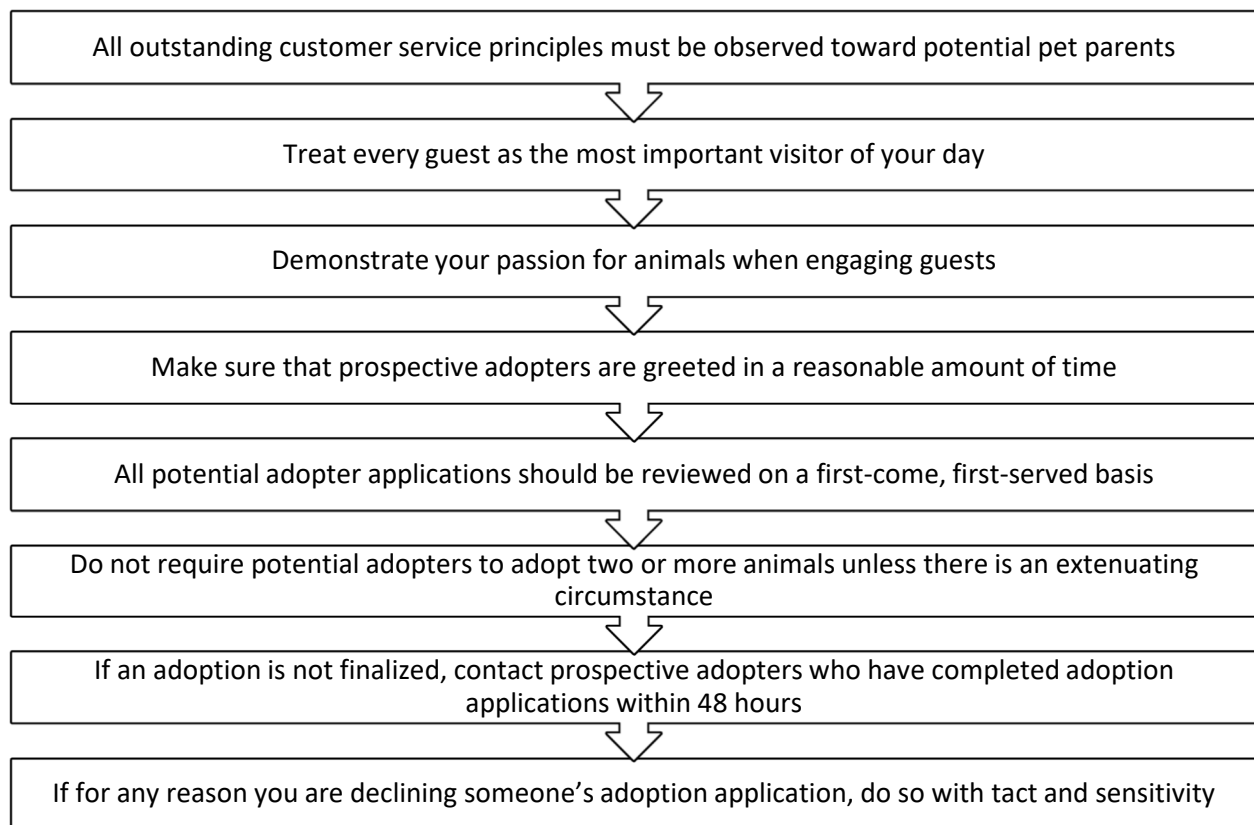
We encourage you to visit the store and learn the names of your contacts:

General Manager: _____
Selling Experience Leader: _____
Adoption Captain: _____
District General Manager and/or Market Leader: _____
Petco Foundation Regional Program Manager: _____
Regional Animal Care & Education Leader: _____

PETCO'S STANDARDS FOR GUEST SERVICE

As a Petco adoption partner, you play an important role in ensuring that Petco's customers, who are guests in our stores, receive care and service that exceeds their expectations and results in an enjoyable in-store experience.

All adoption partners agree to consistently demonstrate their passion for guest engagement through the following actions:



APPEARANCE, ATTENDANCE & BEHAVIOR

As representatives of your organization and while in the store, Petco, it is essential that partners demonstrate good judgment and professional taste in attire. Ensure your representatives:

- Dress neatly, in clean, un-tattered clothing—no short shorts, half-shirts, ripped, stained or provocative clothing, open-toed shoes or sandals, and adhere to good personal hygiene and grooming habits
- Wear a name badge and/or shirt identifying your organization
- Set up the adoption area before the advertised start time of any adoption event or scheduled adoption time
- Do not break down or leave the adoption event prior to advertised end time
- Do not eat or drink on the store's sales floor
- Contact the General Manager, Selling Experience Leader or Adoption Captain in advance (24 to 48 hours) if the organization cannot attend the scheduled adoption event

ANIMAL/HUMAN HEALTH & SAFETY

At Petco, our philosophy that animals come first drives our emphasis on quality animal care. We strive to provide leading animal care in the industry and hold our adoption partners to the same

standards. All animals showcased at a Petco store are required to meet Petco’s expectations of animal care.

All animals, whether they are in stationary habitats or are brought to adoption events or adoption centers, must be 8 weeks or older, free of parasites and any obvious signs of illness or injury as well as up to date with age appropriate vaccinations. If an animal is identified as sick or injured, the adoption organization must immediately remove and treat the animal.

REQUIRED DOCUMENTATION

Adoption Partners must provide store leadership with a copy of the current vaccination records for every animal in the stationary adoption habitats, adoption centers and any on-site adoption events, which will remain on file in the store until the animal is adopted or removed. Animal records should be kept readily available for potential adopters, Petco leadership or inspection by government agencies.

VACCINATION REQUIREMENTS

Vaccination is important for the health of all pets visiting Petco stores therefore we require all dogs and cats to have current vaccinations. Vaccinations must be given prior to an animal coming to a Petco store, preferably at least 48 hours before arrival. Vaccines cannot be administered at Petco, on or off the sales floor, or in the Petco parking lot. Any vaccination standards more stringent than those listed here which may be required by your state, city or county, supersede these minimum requirements:

DOGS AND PUPPIES

8 weeks*	1 st series	Distemper, Hepatitis, Parvovirus
9 – 11 weeks	2 nd series	Distemper, Hepatitis, Parvovirus
12 weeks and older	Final series	Distemper, Hepatitis, Parvovirus Rabies (as required by state, city and/or county mandate)

*8 weeks is the **minimum** age at which a dog can be adopted at a Petco event

CATS AND KITTENS

8 weeks*	1 st series	Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia
9 – 11 weeks	2 nd series	Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia
12 weeks and older	Final series	Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia Rabies (as required by state, city and/or county mandate)

*8 weeks is the **minimum** age at which a cat can be adopted at a Petco event

Note: All states with the exception of Hawaii require the administration of rabies vaccinations.

SPAY & NEUTER REQUIREMENTS

All dogs, cats and rabbits are required to be spayed or neutered prior to adoption (no later than 16 weeks for cats and dogs).

If your veterinarian determines the animal is too young for the procedure, the adoptive pet parent must sign a contract stating they agree to have their pet spayed or neutered by a veterinarian. The adoption partner must collect a deposit for the eventual procedure and must

follow up and document that the surgery was completed. *All local or state laws and regulations supersede this policy, if more stringent.*

DISEASE AND PARASITE TESTING REQUIREMENTS

All animals must be free of internal and external parasites and free from any obvious signs of illness or injury. If an animal is identified as sick or injured, the organization agrees to immediately remove the animal to provide appropriate care. If age appropriate, dogs should undergo heartworm testing and be on heartworm preventative.

All cats and kittens must be tested for feline leukemia and the results must be negative in order for them to be showcased for adoption at a Petco store.

Petco supports the promotion of FIV and FeLV positive cats for adoption and welcomes organizations to bring photos and descriptions of the cats to adoption events along with educational material for potential adopters on the implications of the virus for the cat's health & longevity, and potential risks of infection to other cats it may come in contact with as reviewed and approved by the organization's veterinarian of record. However, out of an abundance of caution for the pets of our guests, cats with a known *positive* (infected) status of FIV and FeLV are *not* permitted in Petco stores or at Petco adoption events.

MEDICAL & OTHER PROCEDURES

At no time may an adoption partner vaccinate, medicate, microchip or perform any other medical or similar procedures on pets while in, or in the immediate vicinity of Petco stores.

TEMPERAMENT REQUIREMENTS

For the safety of both people and animals, all pets showcased for adoption should be evaluated to be of sound temperament, friendly and able to adapt to the busy environment of the store. Adoption Partners should be prepared to describe and provide records of their evaluation process in detail, upon request.

REPORTING INCIDENTS

Every incident that occurs on Petco property is to be reported to the Leader on Duty immediately. Incidents can include injuries from a bite, scratch, fall, or a threat, hazardous condition, animal escape, animal fight, animal death or other incident.

If you are unsure about whether incident needs to be reported and documented, seek immediate guidance from the Leader on Duty.

FRIENDS, PETS & ANIMALS NOT FOR ADOPTION

For health and safety all animals and guests, only your organization's staff and volunteers should be present at adoption events. Household pets, mascots, animals not ready for, or too young to be adopted should not be in the store. Relatives, friends or others should not visit adoption partner personnel during their shifts however we welcome your staff and volunteers to bring their pets, friends and relatives for visits and shopping trips when they are not on duty for your organization.

PRESENTATION & HOUSING EXPECTATIONS

STATIONARY HABITAT

Stationary habitats are located within Petco stores and are generally maintained by the adoption organization. Stationary habitats enable the adoption organization to provide continued exposure to adoptable cats during Petco's hours of operation. The following are the expectations for the proper maintenance of all stationary adoption habitats:

- Your organization is required to clean and maintain the stationary habitats daily unless prior arrangements have been made with store leadership.
- Food, litter, bedding and toys for exercise and stimulation are supplied by your organization.
- Fresh, clean water must be available at all times. Litter and fresh food must be available at all times.
- Habitat walls, floors, glass and other surfaces must be clean and disinfected by cleaner that meets OSHA standards and effectively prevents disease transmission.
- All care and maintenance logs as provided by store leadership must be completed by your organization.
- Litter boxes must not have excessive waste.
- The number of animals contained in a stationary habitat should not hinder their ability to stand up, lie down and exercise, and cannot impede the placement of litter boxes and food and water bowls.
- Habitats are to be kept securely locked at all times. Store leadership must have a copy of the stationary habitat key, and one must be accessible to all Leaders on Duty in case of an emergency.
- Habitats cannot be moved or relocated without approval from store leadership.
- Supplies should be kept organized and not visible to guests. Supplies may not be stored in the animal housing space of any habitat.
- Animals placed in a stationary adoption habitat must remain there. They are not permitted to be loose in the store except for supervised playtime in exercise pens where safely allowed.
- All animals living in habitats must leave the store in a secured carrier. Animals may not leave the store loose or in the arms of their adopter.
- Prospective adopters should clean their hands with an anti-bacterial cleaner or sanitizer before and after touching animals, before touching a different animal and before leaving the adoption area.
- Petco approved habitat signs must be filled out for each animal in the habitat. These can be filled out with the assistance of the Adoption Captain.
- Petco habitats are the only housing approved for cats staying overnight in stores. Any other habitat, other than those provided by Petco stores, should receive approval from the District General Manager before installation or use.
- Animal habitats are designed to showcase pets for adoption on a temporary basis and are not ideal for long-term housing. Pets are expected to be adopted within 21 days of arriving. They should be returned to the organization if not adopted within that time unless approved by store leadership. *Store leadership may request any animal in a*

habitat who is not acclimating, or showing signs of deteriorating after having initially adjusted, be removed at any time.

MOBILE ADOPTIONS AND ADOPTION EVENTS

Mobile adoptions, where animals are brought in and removed on the same day, and adoption events are an excellent way to showcase adoptable animals. Mobile adoptions can be large or small events, on any day of the week.

Store leadership will assist you in selecting a location on the sales floor, or in some cases in front of the store (outside), to set up the adoption display, habitats, kennels and crates. Set-up areas store leadership may avoid include dog training, grooming and veterinary service areas because of the need for our guests to utilize these areas throughout the day. *Store leadership has sole discretion for adoption set-up.*

More than one adoption group may be participating in mobile adoptions or adoption events at a Petco store, so it is important to speak to your store leadership for your setup location. In general, here are the requirements for our adoption events:

- Displays must not restrict the traffic flow in the store or the guests' ability to shop nor impede upon a sanitary, welcoming environment. They must not interfere with guest safety or block store exits.
- The number of animals, adoption staff and volunteers allowed to participate in the adoption event is dependent upon the space available.
- Animals must be housed humanely, in appropriately sized habitats.
- Fresh, clean water should be available at all times for all animals displayed for adoption.
- Animals may not be tethered or left alone.
- Prospective adopters should clean their hands with an anti-bacterial cleaner or sanitizer before and after touching animals, before touching a different animal and before leaving the adoption area.

TEMPORARY DISPLAYS FOR DOGS

- Crates should be clean, in good repair and large enough to allow a dog to stand up with a 6" clearance, turn around and lie down comfortably.
- Exercise pens may be used for dogs who weigh less than 30 pounds and should be at least six inches higher than the height of the dog's head. The dog should not be able to jump out of the exercise pen at any time.
- If dogs are displayed on a leash, the leash should be four to six feet in length.
 - No chain or rope leashes or collars are allowed.
 - The dog should be wearing a flat buckle collar or harness, fitted appropriately to prevent escape.
 - No muzzled dogs are permitted at Petco adoption events.

TEMPORARY DISPLAYS FOR CATS

- Cats should be displayed in a crate, kitty condo or carrier that is large enough to accommodate a litter box and allow enough room for the cat to lie down, stand up and turn around comfortably.

TEMPORARY DISPLAYS FOR SMALL MAMMALS

- Small mammals should be displayed in a small crate, metal habitat or glass habitat (as is appropriate and recommended for the species) with appropriate bedding, food and water.
- Toys for enrichment and hiding places should be provided.
- Only State species-legal animals that meet USDA requirements may be showcased at our Petco stores. All ferrets must be vaccinated against Distemper and Rabies prior to showcase and adoption.

TEMPORARY DISPLAYS FOR REPTILES

- Reptiles should be displayed in an appropriate size and type habitat for the species.
- Light and heat sources should be provided.
- Temperature and humidity gauges should be placed in the habitat.
- Amphibians may transmit bacteria, such as Salmonella or Mycobacterium, causing disease in humans. Cautionary signage must be present in adoption area.

BIRD ADOPTIONS

- Birds for adoption at mobile adoption events are **only** allowed when the Petco store does not sell birds. For disease control reasons, birds for adoption are **not** allowed inside a Petco store that sells birds.
- Hosting bird adoptions must be approved by the Director of Veterinary Medicine and the Vice President of Animal Care, Education & Merchandising.
- Where birds are not allowed, the adoption group may display pictures of adoptable birds in a binder.
- Proper habitats are required.

ODOR CONTROL AND CLEANLINESS

Adoption Partners must keep adoption areas and habitats cleaned and sanitized per local regulations, keeping walls, floors, glass and other surfaces clean and disinfected.

- Waste should be addressed immediately.
- Supplies should be kept organized and not guest-facing.
- Please speak with your store leadership if you have any questions about the location of your supply storage.
- Complete all care and maintenance logs as provided to you by store leadership.

ANIMAL HANDLING

It is important that all organizations handle their animals humanely, utilizing positive methods of redirecting the attention of an animal. While we understand that in some circumstance's corrections must occur for safety. However, hitting, yelling and other harsh methods will not be tolerated. An animal whose behavior is such that you feel may need this level of correction or control should not be showcased at Petco stores. If showcasing an animal on a leash, distance and respect to all other animals is expected. This includes both Petco owned animals and guests.

ADOPTION PROCESS

Adoption organizations shall follow their own application procedures to process adoptions, ensuring that those procedures are customer-friendly and non-discriminatory. We encourage decisions to be made as expediently as possible, to avoid any unneeded delay in allowing a pet to live in a loving home. Organizations shall establish their own adoption fees and handle the collection of those fees (*unless otherwise specifically arranged and approved by Petco leadership in certain limited circumstances*).

When adopting out microchipped pets, organizations must allow the adopter to be the primary contact on the microchip records.

ADOPTION PROCESS REQUIREMENTS

Once an adoption is approved, all new pet parents – *whether their adoption was completed that day, or at a later day off-site* – are required complete or receive the following items:

Petco Adoption Forms

- These forms include a specific waiver of liability for Petco
- They are required to be completed for every adoption initiated or finalized at Petco stores by your organization
- They must be immediately provided to Petco store leadership for their files
- Your store's leadership will provide you with Petco Adoption Forms

Welcome to the Family New Pet Parent Guides

- These kits provide valuable information and discounts for new pet parents
- They are required to be distributed with every adoption initiated or finalized at Petco stores by your organization
- Your store's leadership will provide your adopters with Welcome to the Family materials

POST ADOPTION EXPECTATIONS

- Adopter questions and concerns post-adoption should be addressed courteously and with a high level of quality customer service.
- Adopters must be able to return the animal to the organization should the adoption not work out for any reason any time after the adoption.
- Medical and behavioral issues are the most common post-adoption problems. Your organization should express clearly at the time of the adoption how you may or may not assist an adopter with these challenges if they arise.
- Organizations are encouraged to offer post-adoption pet health insurance from one of the many companies offering such a product, to protect themselves and Petco against claims.

MARKETING & PROMOTING ADOPTIONS

Petco and the Petco Foundation want to assist you in your adoption efforts every day in our in-store adoption habitats and during adoption events. Visit <https://www.petcofoundation.org/partners/adoption-media-resources/> for access to promotional toolkits which include sample press releases, social media graphics and other materials to help you promote adoptions at Petco.

PARTNERSHIP

It is through the success of Petco stores that we can make these adoption partnerships available. Also, donations raised in Petco stores enables the Petco Foundation to invest in your lifesaving work through cumulative rewards for adoptions done at Petco Stores, Grant Opportunities, Special Initiatives and more! Petco store partners gather these small contributions so that we are able to make BIG things happen for animals, like the estimated \$30 million investment support distributed annually. As such, adoption partners may not sell products, or promote or sell services competitive with Petco or Petco's business partners (grooming, training, or veterinary services), or conduct independent fundraising activities, while in or in the immediate vicinity of Petco stores. Please see www.petcofoundation.org/partners for information how partners can apply for support.

HARASSMENT & DISCRIMINATION

Petco is committed to providing an environment that is free of harassment and discrimination are cause for immediate termination of partnership.

Together we can create a lifesaving nation. Thank you for being our partners!

ADOPTION EVENT SUPPLY LIST

- Crates for dogs and cats
- Exercise pens (for dogs that weigh less than 30 pounds)
- Litter boxes and litter
- Litter scooper
- Trash bags
- Tables and chairs
- Table cloth
- Holders for literature and brochures
- Adoption forms
- Pens and clipboards
- Towels and blankets
- Water bowls
- Jugs of fresh, clean water
- Extra leashes and collars
- Sanitation supplies: pet waste bags, disinfectant
- Toys and/or treats to distract pets from barking or destructive behaviors
- Petco adoption forms (must be completed for all adoptions)
- Welcome to the Family New Pet Parent Starter Kits
- Hand Sanitizer
- Adoption stake signs (if permitted by landlord and city, when available)
- Sandwich boards (if permitted by landlord, when available)

Due to space requirements, loss prevention, and presentation standards of the store, event supplies may not be stored on the sales floor of the store or in any backroom or storage areas.

TERMS & CONDITIONS

In order to be approved to conduct pet adoptions in Petco, Unleashed by Petco, or PetCoach stores (“Petco Store”), and in consideration of this opportunity to conduct pet adoptions at Petco Store locations, your organization (“Adoption Partner”) agrees to the terms and conditions stated herein.

ADOPTION PARTNER HANDBOOK/POLICIES & PROCEDURES

- Adoption Partner will abide by all policies and procedures in the Adoption Partner Handbook, including future versions, additions or amendments.
- Adoption Partner agrees to maintain updated contact information to receive and share communications which may include important updates such as new or revised policies and procedures.
- Adoption Partner agrees to maintain liability insurance at all times and to voluntarily and immediately end the partnership if at any time such insurance lapses or is cancelled.
- Adoption Partner agrees to distribute and train all volunteers and staff conducting adoptions at Petco Stores on the Adoption Partner Handbook including training on any future versions, additions or amendments.
- Adoption Partner agrees to voluntarily end the partnership if at any time Adoption Partner cannot abide by any adoption related policy or procedure as issued or amended by Petco or the Petco Foundation.

PETCO WAIVER OF LIABILITY/PETCO ADOPTION FORM

Adoption Partner agrees that upon approving an adoption for a pet showcased at a Petco Store, including adoptions which began with a meeting at Petco Stores, but were finalized later at another location, the adoption partner must ensure that the Petco Adoption Form (including the customer’s PALS Number and signature for waiver of liability for Petco) is completed and signed. The first page of the Petco Adoption Form must be given to the Leader on Duty or the Petco Adoption Captain immediately when an animal is adopted. The second page must be given to the adoptive pet parent.

NON-DISPARAGEMENT

Adoption Partner agrees that any public messaging that includes information about Petco or the Petco Foundation shall promote positive messaging about helping animals and saving lives. Adoption Partner, and all parties representing Adoption Partner, agree that they shall not disparage or speak negatively or take any action intended, or which would reasonably be expected, to harm Petco or the Petco Foundation or its reputation or which would reasonably be expected to lead to unwanted or unfavorable publicity to Petco or the Petco Foundation.

INDEMNIFICATION

To the fullest extent permitted by law, the Adoption Partner shall indemnify and hold harmless Petco, The Petco Foundation and agents and employees of Petco or the Petco

Foundation from and against any claim, damage, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from any claims, damages, loss or expense attributable to any false information provided or an alleged breach of Adoption Partner's obligations under this Petco Application & Agreement & Qualification Form (hereinafter Petco Agreement), **bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, but only to the extent caused by the false information, breach of the Petco Agreement, negligent acts or omissions of the Adoption Partner, the Adoption Partner's Sub-subcontractors, and/or anyone directly or indirectly employed, including any and all volunteers, working for or on behalf of the Adoption Partner, by them or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder.**

NO GUARANTEE OF AVAILABILITY

Ability to host adoptions in Petco Stores may be limited by space available, restrictions on parking lot or common area use, existing Adoption Partner relationships or other factors. Approval as an Adoption Partner is not a lease of space, is not a rental agreement, does not create a tenancy, and does not guarantee availability of space in Petco Stores. Arrangements for Adoption Partner participation in adoption activities are at the discretion of each store's leadership.

ANNUAL PARTNERSHIP RENEWAL

Ability to host adoptions in Petco Stores is subject to annual renewal which entails providing updated contact and operational data, acknowledgment of any updates to terms and conditions, providing insurance information, and other information as requested.

SEPARATION

This partnership may be discontinued for any reason, and at any time, with notification from Petco or the Petco Foundation. Likewise, Adoption Partner may discontinue partnership at any time, and for any reason with notification to Petco or the Petco Foundation. Adoption Partners are expected to remove all animals and property immediately upon separation.

STATE-SPECIFIC CONSIDERATIONS

ALL STATES:

All Adoption Partners must abide by any state, local or other requirements for animal handling, adoptions, business operations, nonprofit status or other legal requirement. Noncompliance with any legal requirements or regulations shall cause an Adoption Partner to be immediately ineligible for continued partnership.

ILLINOIS ADOPTION PARTNERS:

ILLINOIS – ANIMAL WELFARE ACT

Adoption Partners in Illinois must be licensed and abide by all requirements of the Animal Welfare Act, including but not limited to displaying all animal information as required by Sec 3.1., and display and disclose to the adopter all information as required by Sec. 3.5. The information required must be posted in a conspicuous place on or near the cage of any dog or cat available for adoption. If not posted on the cage, a sign must be clearly posted by the cages stating where the information is located. The information must be located in the immediate area and readily accessible to the public.

MASSACHUSETTS ADOPTION PARTNERS:

MASSACHUSETTS ADOPTION ELIBILITY

Adoption Partners in Massachusetts must agree to all licensing, documentation and other requirements within. Massachusetts partners acknowledge that regulations at 330 CMR 12 “Licensing and Operation of Pet Shops” take precedence over rules for shelters and rescues and the provisions of 330 CMR 12 must be strictly adhered to. This requires that no pet be displayed for adoption or enter into a Massachusetts Petco or Unleashed by Petco Store at any time, except for those stores that are outfitted with an isolation room where appropriate quarantine procedures and all other requirements of 330 CMR 12 are followed.

COLORADO ADOPTION PARTNERS:

PACFA – PET ANIMAL CARE FACILITIES ACT

All Colorado Adoption Partners must be licensed and abide by all requirements of the Pet Animal Care Facilities Act, including providing a copy of the State of Colorado Rabies Prevention Brochure and complying with all animal mandatory recordkeeping and adopter disclosures.