

# Considering the future of your business during recovery.

As our Pet Resort community navigates this challenging period, we at NVA are here to support you any way we can. We believe in honoring our commitments and are moving forward with all partnership conversations. We are grateful for the continued interest we're receiving from owners interested in exploring their partnership options. Please let us know how we can help as you consider future possibilities for your Pet Resort.

## **Q: How is NVA supporting its partners in response to COVID-19?**

**A:** We've been here, we'll be here. NVA has faithfully backed its partners for more than 24 years. And today, even in the wake of COVID-19, we remain a stable and reliable source of leadership and support. We are monitoring the situation on a daily basis, providing guidance for our partners, and will continue to do everything we can to reduce the pandemic's direct impact on our veterinary community.

## **Q: How are you handling partnership discussions that were underway or just getting started?**

**A:** Recovery doesn't happen alone. Know that NVA is here as you consider options for the future of your business. We remain available to speak via phone and hold meetings virtually. We're committed to honoring every deal in process before and during COVID-19. We're more than happy to engage in conversation regarding new deals as well.

## Q: What does NVA look for in a business?

### A: **Healthy profitability:**

Luxury resorts with a revenue of \$900K or higher, as well as a 20% profit margin or higher.

### **Revenue growth** (particularly before COVID-19 challenges)

- Solid profit and revenue growth over the last two years.
- Capacity to grow within the resort.

### **Condition of facilities:**

In great condition, requiring minimal to no capital expenditures.

### **Location:**

In growing area or close to suburban or urban location that can feasibly support a daycare business.

### **Solid management:**

Capable, solid management and team in place

## Q: What determines how NVA structures the offer? Is it negotiable?

### A: Cash offers are based on a full valuation:

- A positive valuation will yield a cash offer on the business.
- A second offer can be made on the land or lease agreement.
- When considering the value of your business, keep in mind that other factors such as growth, location and the condition of the facilities impact the valuation.

We recognize the severe impact COVID-19 has had on pet resort businesses like yours. When contemplating your options to rebuild, please consider NVA as a potential partner. We hope we've answered some of your initial questions as you consider the future of your business.

**If we can be of further assistance, please contact your NVA representative  
or reach out to us by email or phone:  
info@nva.com | 888.767.7755**

NVA has more than 800 partnerships across the US, Canada, Australia, New Zealand and Singapore. Our veterinarians provide a full range of medical and surgical services, while our passionate pet resort leaders embody NVA's entrepreneurial spirit in assisting pet parents with ongoing care. Our mission is to improve the comfort and well-being of pets everywhere by providing progressive and compassionate care, unifying our community by the love of animals and the people who love them.



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**For more information on how NVA can help your business:  
Visit our website at [nva.com](http://nva.com), email us at [info@nva.com](mailto:info@nva.com) or call us at 888.767.7755.**

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More than 800 thriving partnerships:  
General Practice | Specialty + ER | Equine | Pet Resorts