

Happy tails
Pet Hotel
Terms of Use Agreement

About Pet Boarding

Our facility operates as a full-house pet hotel, providing a warm and comfortable environment for your pet. Pets can move freely throughout the house in a free-roaming style. It is located in a residential neighborhood.

To maintain cleanliness, we ask for your cooperation in bathing your pet before bringing them in.

About What to Bring

1. Please prepare the following items:

- Photo ID (one document)
- Vaccination records
 - Dog = Mixed / Rabies
 - Cat = 3-mixed
- Collar and leash (Dog)
- Pet food — enough for the number of days staying
 - *Homemade food is not allowed (please contact us in advance if you wish to use it)
- Toilet sand (Cat)
- Pet carrier (Cat)
- Cat litter (Cat)

2. At Happy Tails, we will only feed your pet the food provided by you.

This is to prevent any unforeseen circumstances.

If the food you brought runs out before the scheduled check-out date, we will provide our stock after confirming with you via email or phone.

If we cannot reach you, we will proceed with our shop's pet food, and an additional 300 JPY per day will be charged.

3. If cat litter runs out, we will supply it after confirming with the owner and charge 700 JPY at the time of payment.

4. We are not responsible for replacing or compensating for any toys you bring that are damaged during use.

5. If your cat damages any property or injures another pet, we will charge for repair costs and/or medical fees.

Scheduling, Cancellation, & Extended Hours

If you make a booking at Happy Tails 15 days or more before the scheduled check-in date, you are required to pay a deposit of 50% of the total stay.

This is the only way to finalize your reservation, and the deposit is non-refundable.

You may choose not to pay the deposit; however, your requested dates may become unavailable due to limited space at Happy Tails.

Normal check-in and check-out times are from 09:00 to 19:00.

Extended pick-up and drop-off services outside business hours are also available.

Extended Hours Fees (charged per hour)

Time Slot	Fee (per pet)	Notes
05:00 - 06:00	¥1,000	Extended hour fee
06:00 - 07:00	¥1,000	Extended hour fee
07:00 - 08:00	¥1,000	Extended hour fee
08:00 - 09:00	¥500	Extended hour fee
09:00 - 19:00	Free	Normal business hours
19:00 - 20:00	¥500	Extended hour fee
20:00 - 21:00	¥1,000	Extended hour fee
21:00 - 22:00	¥1,000	Extended hour fee
22:00 - 23:00	¥1,000	Extended hour fee
23:00 - 24:00	¥1,000	Extended hour fee

Fees are charged per hour.

No additional fee applies during normal business hours (09:00–19:00).

If your pet is not picked up on the scheduled check-out date and we cannot reach you, legal action may be taken, and additional custody fees will apply.

If you shorten your reservation within 7 days of the scheduled start date, or reduce the number of stay days during the boarding period, you are required to pay the full original booking fee, regardless of the reason.

If you cancel within 7 days before the scheduled reservation, 50% of the stay fee will be charged. If you cancel 2 days before, 100% of the stay fee will be charged. Fees apply under all circumstances.

If we take your pet to a veterinary hospital on your behalf, a service fee of 5,000 JPY (excluding tax) will apply.

Conditions for Refusal of Service

Pets kept outdoors

Pets under 4 months old (consultation required)

Pets that are aging or declining (for dogs over 10 years old, a consent form is required)

Pets with chronic illnesses or skin conditions

Pets during estrus or heat

Pets whose symptoms may worsen with stress, such as internal organ disease, urinary system disease, mouth ulcers, leukemia, etc.

Cats that have or may have a contagious disease (e.g., leukemia+)

Pets that require special attention due to illness, injury, or allergy (dogs needing an Elizabethan collar must be consulted in advance)

Pets that are not indoor pets and have not received regular flea prevention

Cats that are extremely nervous, wary, or aggressive, making safety difficult to ensure

Dogs that become anxious and cry when separated from their owners (consultation possible if it settles within a certain period)

Dogs that are not friendly (aggressive or have a biting habit)

Dogs with an escape tendency

If your pet is found to meet any of the above conditions, Happy Tails reserves the right to cancel the boarding service before the scheduled date.

Please make sure to report any such condition before leaving your pet. If not reported, the service may not continue and you will be required to pick up your pet.

Fees for the reserved period will still apply.

SICKNESS AND ACCIDENTS

During the period of care, pets may become ill or injured due to being away from their owners or living in an unfamiliar environment. Excitement or excessive stress may also affect their health.

In such cases, we will follow the owner's instructions, but in emergencies or when deemed necessary, we may take the pet to the owner's designated veterinary hospital for treatment. Any actual costs incurred will be borne by the owner.

In the event of accidents due to a pet's special constitution, unavoidable causes, disappearance, death, damage, or physical condition, we will contact the owner immediately, but we cannot accept claims for compensation or damages.

If an accident occurs due to our negligence, we will contact the owner and take emergency measures. In this case, we will cover medical expenses, but we will not be responsible for any claims beyond the medical expenses.

Owners who choose to use the pet hotel after understanding these risks also bear responsibility. Happy Tails will take the utmost care to ensure the safety and well-being of your pet, but we cannot guarantee complete protection under all circumstances.

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Disclaimer of Liability

Although we will take all possible precautions, we cannot be held responsible for accidents due to force majeure, such as natural disasters, fires not caused by our company, unforeseen accidents, illness, injury, escape, or death due to old age, chronic illness, or peculiar constitution.

Owners must check the health condition of their pet at the time of pick-up. If any illness or injury is identified, please report it immediately on the spot. Any symptoms that appear after leaving the facility cannot be addressed, so please ensure you check your pet thoroughly at pick-up.

Pets may also experience health issues after returning home due to the relaxation of tension. Please ensure your pet gets adequate rest. We will not be responsible for any unexpected illness, injury, or death that occurs after returning home.

We will not be responsible for any accidents, illness, death, injury, escape, or other problems caused by misstatements, omissions of important facts, or incomplete or inaccurate medical records provided at the time of check-in. We also cannot accept any claims for damages resulting from such issues.

If fleas or ticks are found on your pet, if your pet becomes ill (vomiting, defecation problems, etc.) due to changes in its environment, or if vaccinations for various infectious diseases are deemed necessary, treatment and medication will be provided according to the veterinarian's instructions. In the event that treatment is required due to the owner's negligence or failure to report in advance, a flat handling fee of 5,000 JPY will be charged, and the actual medical expenses will be borne by the owner. Additionally, any other damage resulting from such negligence or omission may result in further compensation claims.

REPORTS

1. Happy tails is obligated to report any adverse events that may have taken place during the boarding period, whether verbally or in writing.

CONFIDENTIALITY

1. We WILL NOT disclose any private information of our customers' to ANY 3rd-party company/individual/government.

DISCUSSIONS

1. In cases where a situation occurs, that's not covered by this agreement, it will be resolved through consultation between the pet owner and Happy tails.

COURT JURISDICTION

1. In the event of a dispute over this agreement, the Okinawa District Court shall be the exclusive first trial court.

By using any of Happy tails pet services, you automatically agree with all of the above mentioned statements.

Happy tails Okinawa Pet Hotel
Megumi Simmons
President/Pet Care Manager