

**Happy tails**  
*Pet Hotel*  
Terms of Use Agreement

**ABOUT PET BOARDING**

1. Our shop is located in a detached house, within a residential block.
2. Please make sure to shampoo your pet the day before check-in to maintain hygiene control.
3. If your pet's nails are excessively long, please get them trimmed before bringing them into our care.

**ABOUT WHAT TO BRING**

1.
  1. Please provide two forms of identification, (1) photo ID required.
  2. Vaccination records
    - Dog=Mixed/Rabies Cat=3mixed
  3. Pet's (favorite) food - Amount equal to the number of days staying plus an additional (1) serving.
  4. Toilet sand
  5. Pet carry bag (Cat)
  6. Cat litter
2. Happy tails will only feed your pet(s) the food provided to us by you. This will prevent any unforeseen circumstances. In cases where the food provided ran out prior to the scheduled check-out date, we will provide them with the Happy tails stock of pet food, after verifying with you, either through email or by phone. In cases where we are unable to get in contact with you, we will proceed with feeding our shop's pet food. At that time, we will start charging an additional 300 JPY multiplied by the number of days used.
3. In the case, where we run out of cat litter.

After confirming with the owner, we will supply the litter and collect 500 yen at the time of payment.
4. If the pet toy you brought for your pet becomes damaged, due to usage, We will not be responsible for replacing it or any other remuneration.
5. If your cat damages anything or injure another guest, we will charge the damage fee and/or the hospital fee.

**ABOUT SCHEDULING, CANCELLATION, & EXTENDED HOURS**

1. In cases where you make a booking at Happy tails (15) days or more in advance to the scheduled check-in date, you will need to pay a deposit fee of 50% of the grand total of stay. This will be the only way to finalize the scheduled dates.

**NON-REFUNDABLE**
2. You have the option of choosing not to pay the deposit. However, the dates you scheduled may become unavailable due to limited space available at Happy tails.

3. In cases where your pet(s) is(are) scheduled to stay for a period of over (10) days a deposit of 50% of the grand total needs to be paid during check-in.  
NON-REFUNDABLE
4. Please note that normal pick-up and drop-off times are from 0900-1900. We can also provide extended pick-up and drop-off services outside of our business hours.

[Extended business-hour fees]

0700-0800: ¥1,000/pet

0800-0900: ¥500/pet

1900-2000: ¥500/pet

2000-2100: ¥1,000/pet

5. Please note (1) day will automatically be charged after the time reaches 00:00:01 JST.
6. In cases where your pet continues to stay at Happy tails for a period of (24) hours after the scheduled date, there would be an additional 30% late fee added to the above mentioned fees.
7. In cases where your pet continues to stay at Happy tails for a period of (3) days after the scheduled date, legal actions may be taken against you and there will be an additional custody fee.
8. Shortening of the boarding period within 7 days of the planned start date or during the stay, regardless of any circumstances, will still need to pay the full originally scheduled price.
9. If you cancel within 7 days before the scheduled reservation date, the accommodation fee will be 50%, and if you cancel 2 days before, 100% will be charged.  
You will be charged under any and all circumstances.
10. If we take your pet to a veterinary hospital on your behalf, a flat fee of 5000 yen will be charged.

#### REFUSAL OF SERVICE CONDITIONS

1. Outdoor pets.
2. Pets under (4) months old.
3. Pets well-over their prime.
4. Pets with chronic illnesses or suffering from some kind of skin condition.
5. During estrus, during heat
6. Symptoms worsen with stress, such as internal organ disease, urinary system disease, mouth ulcers, leukemia, etc.
7. If the cat has or may have a contagious disease
8. In case of illness, injury, disease, allergy, etc. that require special attention.
9. If the pet is not an indoor pet and has not been treated regularly for flea control.
10. If the cat is extremely nervous, wary, or aggressive and which makes ensuring it's safety difficult.

In cases where your pet is found to have any of the above conditions, Happy tails can, and will, cancel the boarding service a head of the scheduled date.

If we do not receive your request before you leave your pet with us, we may not be able to continue the service even after you give up the contract. In such a case, the service may not

be continued and you may be asked to pick up your pet. In such a case, the fee will still be charged. Please report in advance.

#### SICKNESS AND ACCIDENTS

1. During the period of care, the animals may become ill, suffer physical discomfort, or suffer injuries as a result of being away from their owners and living in an unfamiliar environment, which may cause excitement or excessive stress. In such cases, we will follow the owner's instructions, but in the case of an emergency or when we deem it necessary, we will send the animal to a veterinarian at your veterinary hospital for treatment. In such cases, the actual costs incurred will be borne by the customer.
2. We will contact you immediately in the event of an accident due to a special constitution, disappearance due to unavoidable causes, death, damage, or physical condition, but we cannot accept any claims for compensation or damages.
3. If an accident occurs due to our negligence, we will contact the owner and take emergency measures. In this case, we will pay for the medical expenses, but we will not be responsible for any claims for compensation other than the medical expenses.

#### Disclaimer of Liability

1. Although we will take all possible precautions, we cannot be held responsible for accidents due to force majeure such as natural disasters, fire not caused by our company, unforeseen accidents, illness, injury, escape, or death due to old age, chronic illness, or peculiar constitution. When you return home, you may become ill due to the relaxation of tension. Please make sure your cat(s) is(are) well rested after returning home. We will not be held responsible for any unexpected physical condition, illness, or death that occurs after returning home.

2. We will not be responsible for any accidents, illness, death, injury, escape, or other problems caused by misstatements, omissions of important facts, incomplete information, or omissions in the medical records you provide us with at the time of check-in, nor will we be liable for any legal action, including claims for damages for any losses caused by such accidents, illness, death, injury, escape, or other problems.

If fleas or ticks are found on your cat(s), if your cat(s) becomes ill (vomiting, defecation problems, etc.) due to changes in their living environment, or if shots for various infectious diseases are deemed necessary, treatment and medication will be given according to the veterinarian's judgment.

In the event of an accident or illness caused by the customer's negligence or failure to report in advance, the customer will be charged a flat fee of 5,000 yen for treatment and fees. In addition, if any other damage is caused due to such failure or omission, the client will be charged for compensation.

#### 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