

## AloPets Service Agreement



This service agreement is an agreement between AloPets and the Pet Owner (hereinafter called You) to ensure your pets' comfortable stay and by signing "Boarding consent form" You agree the terms of this agreement. We appreciate your understanding and cooperation.

### [Terms and Conditions]

1. AloPets reserves the right to refuse any services for any reason, at any time, including but not limited to the following list. Also You agree to disclose all medical conditions and history.
  - Animals other than cats or ferrets.
  - The Pet does not meet Vaccination requirements by veterinarian's guidance in the past 12months from the first day of the service.  
Cat: Combined Vaccine (Feline Viral Rhinotracheitis(FVR), Feline Calicivirus(FCV) and Feline Panleukopenia)  
Ferret: Regularly scheduled Distemper Vaccine
  - The Pet is found not received appropriate flea or tick preventive care.
  - Mating season (Within 4weeks after the first day of a period)
  - The Pet exhibits aggressive or uncontrollable behavior such as extreme biting or scratching.
  - Remarkably young or elderly with deteriorating health conditions.
  - The Pet requires medical treatment and attention or unwell due to on going medical conditions.
  - The Pets is extremely soiled or unfit for the service.
2. Following items are required to be provided and presented by You.
  - ID with a current address (Ex. driver's license)
  - Authorization of Release of Vaccination Form and contact information of your veterinarian.
  - Food the Pet usually eat.
3. Price, Boarding Days  
Price of 1night stay includes from check-in to check-out time on next day.
  - You must present expected check-out date and time at check-in. You must inform in advance if check-out time is significantly delayed.
  - After check-in, making an extension of stay by phone is allowed up to 3 nights, and it cannot be made by phone if it's longer than 3 nights. AloPets reserves the right to refuse an extension or change of rooms due to other reservation status.
  - AloPets is reservation only. We reserve the right to refuse services without prior reservations.
  - You must inform in timely manner in case of reservation change. If failed to inform and show up 2 hours after reservation it is automatically cancelled and You may be asked for the cancellation fee. If AloPets decides the change may cause the service interruption to other customers, AloPets reserves the right to refuse the change but You will not be asked for the cancellation fee.
4. Cancellations
  - If You cancel the reservation less than 7days prior to the starting date of service, cancellation fee will apply as follows;
    - 7days-3days prior to reservation: 20% of full price
    - 2day-1day prior to reservation: 50% of full price
    - The day of or no show: 100% of full price
  - If the service is reserved as "Pre-reservation", it'll automatically become formal "Reservation" unless informed 1 month prior to the starting date of service and upon confirmation of the reservation, cancellation fee will apply.

[In Case of Emergency during Boarding]

- In case your Pet becomes ill or injured during the service, and requires professional attention, AloPets will notify You and attempt medical treatments at your veterinarian. However, if You instruct us in advance not to treat, we will not do so. Every effort will be made to contact You, however if time is critical and we are unable to contact, You agree that AloPets, at its sole discretion, is authorized to make any and all decisions to correspond to the emergency, however, AloPets is exempt from any responsibilities associated with the actions taken.
- You agree to pay expenses incurred during the emergency including but not limited to veterinarian service, medication and funeral.
- You hereby understand detection and response to the emergency is expected to be delayed during late night and early morning hours.

[The Owner Responsibilities]

- If your Pet damages properties of AloPets or third parties (ex. carrier bag, cage, hotel facilities and vehicle used for transportation) AloPets reserves the right to request You an expense coverage to part of the damage.
- If You neglect to disclose any information stated in the Section 1 in this agreement and as a result, other pets contract communicable diseases, You are responsible for any and all expenses associated with the cause.

[AloPets Responsibilities]

- In case your Pet's health deteriorates within 48 hours after starting of our services, AloPets officially notify You and makes every effort to get medical attention and treatments. If the veterinarian recognizes the reason of the emergency is caused by the service provided by AloPets, we will refund (1) Service Fee, (2) Medical expenses, (3) Other expenses associated with the medical treatments based on the veterinarian's official letter that proves the condition is caused by the services without any counter-evidence.
- In case of your Pet's death within 48 hours after starting of our services and also in case the Pet is brought to the veterinarian within 24 hours of the death, if the veterinarian recognizes the reason of the death is caused by the service provided by AloPets, we will refund (1) Service Fee, (2) Medical expenses, (3) Pet's market value or similar determined by AloPets, based on the veterinarian's official letter that proves the death is caused by the services without any counter-evidence.
- In case of an accident during the services, if death or loss is caused by AloPet's error, we will refund (1) Service Fee and (2) Pet's market value or similar determined by AloPets, however, You agree AloPets is not responsible for an unexpected accident caused by existing medical conditions or idiosyncrasy, and injury, loss and death caused by irresistible force such as natural disasters.

[Disclaimers]

- AloPets is not responsible for any damage unless otherwise listed in this agreement.
- If the Pet is not picked up within 1 week after scheduled check-out time without any communication, it is considered You abandoned the right as an owner and AloPets has the right to the possession of your Pet.

[Jurisdiction Court]

- Lawsuits against this agreement shall be held at a district court of the AloPets current address and is considered as the jurisdiction court of a first trial.

[Faithfull Discussion]

- Both AloPets and You shall confer in good faith to resolve disputes in case of disagreement over interpretation of this agreement or matters not stated in this agreement. Both AloPets and You shall accept an intervention or investigation conducted by third party.