

The terms of care contract and customer's obligations

- One copy of this agreement has been drawn up, which will remain in SleepInn Oy (later mentioned the pet care) for the duration of the pet's service period, and after it will be archived. Both parties confirm that they have familiarized themselves with the content and terms of the agreement and that they accept them when giving their signatures.
- The pet care assures that it will take care of the pet that is the subject of the contract in the manner agreed in the contract. Day care includes:
 - own room and room cleaning daily and when needed
 - feeding according to the care agreement
 - walking the dog 1-4 times a day
 - the dog's daily play time with other dogs according to the agreement (the dog must visit before the start of the treatment period) OR play time with an employee of the pet care
 - maintenance of basic cleanliness, such as cleaning the paws and light brushing of the fur
 - separately agreed additional services with fees
- The owner of the pet assures that the animal has been vaccinated in accordance with the vaccination recommendations of the Food Safety Agency Evira, and that the pet is free from diseases and parasites. If the animal is found to have brought or infected others with parasites or diseases, the owner is liable for full compensation for the incurred costs and damages, that is to the pet care as well as to third parties. A vaccination certificate must be presented. The pet care is not responsible for infectious diseases.
- The dog must have been walked outside before the service/care period.
- The owner must inform before the start of the treatment if the animal has special behaviours, for example separation anxiety, and needs or special diet.
- The dog's owner is responsible for having the dog's equipment suitable for outdoor walks (intact and strong enough). Pet care is not responsible for the dogs that got loose due to the above, nor for the resulting damages.
- At the end of the treatment period, the pet care facility will only hand over the pet to the person who signed the treatment contract or to the alternate person named in the contract.
- The customer must pay for the service when bringing the pet to the pet care. If the customer does not pay for the service at the agreed time, he/she must pay the late payment interest according to the interest law in force at the time, as well as compensate for the pet care the reasonable and necessary expenses caused by debt collection.
- Pet care does not accept pets that are aggressive, sick, in heat or who suffer from separation anxiety. If the pet shows the above-mentioned or if the pet is aggressive towards caregivers during the treatment period, the owner is obliged to arrange for the pet to be removed within 24 hours or, alternatively, to compensate for the costs incurred for additional arrangements. Pet care has the right to not refund the price of care period. Pet care will try to contact the owner without delay.
- If the owner does not bring the pet's own food, the pet care feeds the pet according to the agreement with the food it has for its own use.
- If the owner wants several household pets to be in the same room, this happens at the owner's responsibility.
- If the pet is not picked up at the agreed time and a new time has not been agreed, pet care has the right to act as if the pet was a found animal. Pet care will contact the owner if the pet is not picked up. The pet will be delivered at the expense of the owner to the animal shelter 10 days after the end of the treatment period. The owner will be charged for the treatment period already agreed upon, 10 additional days, the transfer and the fee charged by the found animal shelter.

- Cancellation conditions: The reservation must be cancelled at the latest 7 days before the start of the service. Otherwise, the treatment fee must be paid in full. Within 7 days before the booked service the customer can change the start of the service period with a doctor's certificate.
- The customer is fully responsible for personal damage caused by their pet, damage caused to other pets under care and other damages, except when the damage is caused by the pet care's negligence or intent. We recommend that the pet has its own insurance valid during the treatment period.
- If the pet gets sick or injured during the treatment, the pet care has the right to take the pet to a veterinarian for treatment. The pet care will immediately contact the customer or the substitute appointed by the customer, if the customer cannot be reached. The pet care has the right to charge the actual costs of veterinary care and medication as well as transport fees according to its valid price list.
- If the pet is injured, sick, disappears or dies as a result of the care facility's negligent or intentional actions, the owner/customer is entitled to compensation equal to the actual costs. The real costs are the purchase price of the pet. The pet care has liability insurance.