

The terms of care contract and customer's obligations

- Care contract has been drawn up (one piece) and it will remain in SleepInn Oy (hereinafter referred to as care center) for the duration of the dog's service period, and after it will be archived. The dog's owner/keeper (hereinafter referred to as the customer) may take a photo of the care contract for themselves. 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 care center assures that it will take care of the dog that is the subject of the contract in the manner agreed in the contract. Day care and hotel accommodation may include:
 - own room and room cleaning daily and when needed
 - feeding according to the instructions given by the client
 - walking the dog 1-4 times a day
 - daily playtime either with other dogs (the dog must meet the care center's own dog during the visit) OR with the facility's staff
 - maintenance of basic cleanliness, such as cleaning the paws
 - separately agreed additional services with fees
 - daily updates to the owner via WhatsApp
- The dog must have valid vaccinations before coming to the visit. The dog must be walked just before the visit and always before coming in care. The dog's vaccinations will be checked during the visit and the information will be noted in the care contract.
- The owner of the dog assures that the animal has been vaccinated in accordance with the vaccination recommendations of the Food Safety Agency Evira, and that the dog 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 care center as well as to third parties. A vaccination certificate must be presented. The care center is not responsible for infectious diseases.
- 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). Care center 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 care center will only hand over the dog to the person who signed the care contract or to the alternate person named in the contract. The alternate person must be in Finland for the entire duration of the dog's care.
- The customer must pay for the service when bringing the dog to the care center. 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 care center the reasonable and necessary expenses caused by debt collection.
- Care center does not accept dogs that are aggressive, sick, in heat, non indoor clean or who suffer from separation anxiety. If the dog shows the above-mentioned or if the dog is aggressive towards caregivers during the care period, the owner is obliged to arrange for the dog to be removed immediately or within 24 hours or, alternatively, to compensate for the costs incurred for additional arrangements. Care center has the

right to not refund the price of care period. Care center will try to contact the owner without delay.

- If the owner does not bring the dog's own food, the care center feeds the dog according to the agreement with the food it has for its own use.
- If the owner wants several household dogs to be in the same room, this happens at the owner's responsibility. However, if the dogs harm each other in a shared room, the staff has the right to move them to different rooms and charge the customer the full fee for the other room.
- If the dog is not picked up at the agreed time and a new time has not been agreed, care center has the right to act as if the dog was a found animal. Care center will contact the owner if the dog is not picked up. The dog will be delivered at the expense of the owner to the animal shelter 10 days after the end of the care period. The owner will be charged for the care 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 care. Reservations made for the high season must be cancelled no later than 14 days before the start of the care period. Otherwise, the care fee must be paid in full. Within 7 days before the booked care, and during the high season within 14 days, the customer can change or cancel the care period with a doctor's certificate. If the customer does not show up at the agreed time, the reservation will be considered cancelled within one hour of the start time of the agreed treatment period and the spot reserved by the dog is open to other dogs.
- The customer is fully responsible for personal damage caused by their dog, damage caused to other dogs under care and other damages, except when the damage is caused by the care center's negligence or intent. We recommend that the dog has its own insurance valid during the care period.
- If the dog gets sick or injured during the care, the care center has the right to take the dog to a veterinarian for treatment. The care center will immediately contact the customer or the substitute appointed by the customer, if the customer cannot be reached. The care center 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 dog 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 dog. The care center has liability insurance.
- The care center has the right to update the terms and conditions of the care contract.