

Terms of Service※

Terms and conditions

[Pet Hotel Terms of Service]

Please provide the following.

- Combination vaccine certificate or copy [within 2 years for dogs and 1 year for cats]
- Rabies vaccine certificate or license plate [Once a year] Only for Dogs

If your pet falls under these categories, we will not keep your pet.

- If the service at our pet hotel is decided to be difficult based on the health condition on the day of check in
- If your pet has a disease / disease or infectious disease
- Excessive threats to other dogs, cats and staff in charge, chewing habits, special breeds (such as Fighting dog)
- Pets less than 3 months old
- If the owner does not fill out the medical questionnaire, etc.

We will take care of your pets with sincerity and affection, but in that case, trouble may occur. Please understand the following matters when using our Pet hotel.

- For extension of stay please contact us as soon as possible.
- No refund will be given for shortened stays.
- Accidents, injuries, etc. at the time of accommodation, custody, transfer, escape, etc. will be treated immediately at our discretion, but we do not accept or provide compensation.
- We will treat your checked items strictly, but we are not responsible for any contamination, damage or loss.
- We will immediately notify you of any illness, illness, missing or dying from the custody caused by changes in the environment, but we will not be held responsible. In addition, we will not be able to claim damages and compensation etc. at the customer's expense if medical treatment is required.
- We cannot be held responsible for dogs and cats, all small animals, and pets with serious medical conditions that are less than 6 months old or over 10 years of age, regardless of the above items. In addition, all expenses will be made by owners pet, you need to pay for it.
- If your pet have any illness, injury, idiosyncratic constitution, chewing habits, or flight habits, be sure to inform them in advance.
- Please bring a copy of the vaccination (mixed vaccine, rabies) certificate to the dog and cat on the day of custody.
- * If your dog or cat have not been vaccinated with the above, will not be able to stay at our hotel

- If your pet becomes sick, our designated doctor will consult your pet, but please note that you will be charged for the actual treatment fee and outpatient fee (3,000-5,000 yen / one time).
- If we find a flea, tick etc., we will quarantine it at our discretion and apply a "front line", and we will charge you the actual cost + quarantine fee 1000 yen / day.
- We are not liable for any unforeseen deaths caused by chronic illness, unusual accidents due to idiosyncratic constitution, natural disasters, etc.
- If you actually don't know how much we have near childbirth, we will not be able to accept our pet hotel.
- We do not accept Tosa-ken, Pitbulls Dobermans, and super-large dogs over 50kg.
- If dirt or smell is noticeable at the time of custody, shampoo may be charged on the first day.
- Usage of our pet hotel may be refused due to inadequate classification, vaccination, or other reasons.

[Disclaimer]

- Although we are always trying to be thorough, if we find any abnormalities in your pets, we will notice a consultation and treatment from a dedicated veterinarian at our discretion. Customers will be responsible for any costs incurred in such cases. In addition, we are not responsible for the following contents.
- All accidents caused by earthquake, eruption, tsunami, hail, wind, snow, fire, flood, and other disasters.
- Infections from other pets .
- All illnesses, injuries and deaths that have occurred without your request. Example) Tumor, eye disease, hernia, dislocation, internal disease, etc.
- Escape due to damage to leads, collars, etc. or vandalism of the facility.
- All illnesses (including diarrhea) and injuries found after delivery.
- Old pets are exempt from health care regardless of their health.
- Injuries caused by rampage without getting used to the room. Example) Teeth, paws, nails, nose, etc.

In order for customers to use our pet with peace of mind, we will bear some of the following during the custody. We will not be liable for items not listed below.

- If a doggy bites into a passerby or another dog during a walk, or if the property of a third party is damaged, medical treatment, alimony, and repair costs for the third party.
- Expenses for escapes that do not fall under the above disclaimers. 50,000 yen limit. However, the amount may be reduced up to 50000yen at the discretion of our pet hotel. (Please cooperate with customers for the search.)
- We will pay a part of the cost of first-aid treatment for injuries that occur during custody at our store that does not fall under the above disclaimers, in consultation with the customer.