

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. We provide a cage-less service during the time a staff member is on the premise. During sleeping hours, if, deemed necessary, the pet may be caged/leashed.
3. Please make sure to shampoo your pet the day before check-in to maintain hygiene control.
4. If your pet's nails are excessively long, please get them trimmed before bringing them into our care.
5. Please park in front of Happy tails during the pick-up/drop-off procedure.

ABOUT WHAT TO BRING

1.
 1. Please provide to forms of identification, (1) photo ID required.
 2. Vaccination records
 - Rabies
 - Mixed/Other
 3. Pet's (favorite) food - Amount equal to the number of days staying plus an additional (1) serving.
 4. Manner pad/pet diaper
 5. Collar & Leash
 6. (OPTIONAL) Pet's (favorite) bed & toys.
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 500 JPY multiplied by the number of days used.
3. Dogs may start marking due to the change in environment, which they are not accustomed to, even if they are usually perfect at home. So a pet diaper is needed just in case. In cases, were the pet starts to mark within the house, will use a pet diaper. If you don't bring a pet diaper, we will use our stock of diapers and charge an additional 500 JPY, multiplied by the number of days used, during checkout.
4. If the pet toy you brought for your pet becomes damaged, due to usage, I will not be responsible for replacing it or any other remuneration.
5. If your dog 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 (20) 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. Pick-up/Drop-off can only take place during normal business hours. There will be an additional over-time fee of 500 JPY charged per additional hour.
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.

REFUSAL OF SERVICE CONDITIONS

1. Outdoor pets.
2. Pets under (6) months old.
3. Pets well-over their prime.
4. Pets with chronic illnesses or suffering from some kind of skin condition.
5. Bitches in heat.
6. Habitual barkers or biters.
7. Aggressive or unfriendly.

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.

SICKNESS AND ACCIDENTS

1. Some pets may suffer from stress due to long periods away from their owner, as well as a different living environment. Due to this reason, they are usually more susceptible to sickness. In cases, where Happy tails believe there safety is in danger, we will take them to a veterinarian to get diagnosed, if necessary. If urgent treatment is needed, due to injury, or sickness, we will proceed with the treatment. The cost of said treatment will then be paid for by the customer during the check-out process.
2. Accidents caused by an idiosyncratic constitution such as, miscarriage, poor health, death, etc. which may be unavoidable. We will contact you immediately. We will not accept claims, such as compensation.
3. If death or injury was caused due to negligence of duty we will not pay a total exceeding 50,000 JPY.
4. We are not responsible for any incidents that may occur during natural disasters and major fires, not attributable to us.

REPORTS

1. Happy tails is obligated to report any adverse events that may have taken place during your pets'/pet's, period of stay, 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 by consulting with 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