

SERVICE AGREEMENT BETWEEN MUZO INC. AND THE CUSTOMER

Date : / /
MM DD YY

Client's name (Primary Account Holder/owner): _____

Pet's name: _____ Cellular: _____

This service agreement applies to your cat's and/or dog's (the "pet") presence at or use of MUZO facilities, including but not limited to boarding facilities, the gym, the grooming salon and/or the MUZO School, whether said pet is under the supervision of MUZO personnel or under your own. The provisions of this agreement are an integral part of the service agreement entered into when you agree to leave your pet in MUZO's care.

IT IS IMPORTANT THAT YOU READ ALL OF THE FOLLOWING CONDITIONS CAREFULLY. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, YOUR PET WILL NOT BE ACCEPTED AT MUZO.

RESERVATION CONFIRMATION AND INVOICE PAYMENT

To confirm a reservation, you must first finish setting up your account, including the following required information: a valid email address and telephone number, a valid credit card number with your authorization allowing MUZO to bill the card, your pet's vaccination record (in accordance with our terms), and a copy of this agreement that has been read and signed. It is also highly recommended that you provide contact information for an emergency contact in case there is an emergency or if you cannot be reached; this person must have the authority to make decisions in your name with regard to your pet.

The cost of the stay must be paid in full at time of check-in. All additional fees incurred during the stay (such as grooming, additional exercise, meals, an extra night's stay, veterinary care) must be paid upon the pet's departure or will be otherwise charged to the credit card on file by MUZO.

DEPOSIT AND CANCELLATION POLICY

For hotel reservations during peak periods (as listed below) or for stays of five nights or more in a suite, a \$100 deposit is required at time of reservation. This deposit will be applied against the total charge for services at check-in. In the event of a cancellation, the deposit for reservation is non-refundable and cannot be transferred to another customer or another service or product, or applied towards a subsequent stay.

A cancellation fee of 25% of the total cost of the boarding services will apply for any reservation cancelled less than 72 hours before the check-in date.

- Winter Holidays: December 15 to January 15
- Spring Break: February 15 to March 15
- Summer Holidays: June 15 to September 15

VACCINES AND HEALTH REQUIREMENTS FOR THE PET

Proof of current vaccination is required for any visit or boarding stay, whether at the hotel or the MUZO Gym. For your peace of mind, we advise you to send us this proof in advance by fax to 514-931-1121 or by email to info@muzohotel.com so that we can approve it. If you choose to present your proof of vaccination at the time of your pet's check-in at MUZO and this proof does not conform to our policy, or if your pet's health does not otherwise conform to our policy as set out below, we will have to refuse your pet and the 25% cancellation fee will be charged at that time.

VACCINES AND HEALTH REQUIREMENTS FOR THE PET

Admission Criteria for Dogs

- Dogs must be at least 4-and-a-half months old;
- The following mandatory vaccinations must be up to date: rabies, DHPP (distemper, hepatitis, parainfluenza and parvovirus) and bordetella;
- The vaccination for bordetella (kennel cough) must have been administered within the 6 months previous to the dog's visit at MUZO;
- Vaccines must have been administered by the veterinarian at least 1 week before the pet's arrival for a hotel stay or daycare;
- Dogs aged 8 months or older must be sterilized; dogs in heat will not be admitted;
- Dogs must not demonstrate aggressive behaviour towards humans;
- Dogs must be healthy or otherwise have a condition that is treated and under control;
- Dogs must be free of contagious diseases and must not have had recent contact with a contagious animal;
- Dogs must be microchipped;
- Dogs must be registered according to their respective municipality (registration tag);
- Dogs must have been treated against parasites, both internal (intestinal) and external (ticks and fleas).

ADMISSION CRITERIA FOR CATS

- Cats must be sterilized;
- The following mandatory vaccinations must be up to date: feline viral rhinotracheitis, panleukopenia, feline calicivirus, and rabies;
- Vaccines must have been administered by a veterinarian at least 1 week before the cat’s arrival for a stay at MUZO;
- Cats that have previously contracted rhinotracheitis in their lifetime cannot be boarded at MUZO;
- Cats must be healthy or otherwise have a condition that is treated and under control;
- Cats that require medication must be docile;
- Cats must have been treated against parasites, both internal (intestinal) and external (ticks and fleas).

A PET RECORD must also be duly filled out, signed, and returned, either by email, by fax, or upon check-in. This form will be kept on file in order to ensure that appropriate care is provided relative to the health of your pet.

You agree to keep us informed of any change in the health of your pet. Any false information could put the health of your pet or that of other boarders in danger. Any false disclosure on your part constitutes a violation of these conditions and the cancellation of your pet’s stay without any refund.

If the presence of external parasites (e.g., fleas) is detected on a boarded pet, treatment (a special bath) will immediately be administered, at the customer/owner’s expense. In the case of internal parasites (e.g., intestinal worms), the pet will be isolated from the other boarded pets and any treatment and/or medication required for the pet will be at the customer/owner’s expense, including the cost of a veterinary consultation, when needed.

ADMINISTRATION OF MEDICATIONS

Our services are primarily intended for dogs and cats in good health. However, we are able to administer medications, for which additional fees will be charged. It is imperative that you supply the container and the exact dosage provided by the veterinarian.

EARLY DEPARTURE

If you shorten your pet’s stay, MUZO will reimburse you for the remaining paid nights except for the night of the current day if you pick up your pet after 12 p.m. However, there will be no refund during the Winter Holiday period (December 15 to January 15) in the case of an early departure.

PROCEDURE IN CASE OF AN EMERGENCY

If there is an accident, injury, or emergency, the customer/owner (or, if the customer/owner cannot be reached despite every reasonable effort, the person identified in our files as the emergency contact that has been duly authorized to make decisions in your name) will be immediately contacted so they can be informed of the situation, a joint decision can be made on what is the best course of action, and the necessary care can be quickly administered.

If it proves impossible to reach both the customer/owner and contact during an emergency, you authorize MUZO to make any necessary decisions based on the circumstances and to act according to our best judgment to ensure the survival and well-being of the pet. Depending on the situation, MUZO may decide to bring the pet directly to the veterinary clinic patronized by the customer (given that said clinic is fairly close by and open), or to the closest clinic or 24-hour DMV Veterinary Centre, even if the customer/owner and emergency contact cannot be reached in order to give their explicit consent.

In such cases the customer will be entirely responsible for any fees incurred for the transportation of the pet, waiting time, consultation fees, care, medications, treatments, exams, and X-rays deemed necessary for the pet’s survival or pain relief, up to a limit of a preauthorized minimum of \$1,500 (plus taxes).

However, in more serious situations, such as when more extensive examinations, surgical interventions, or intensive care that requires prolonged hospitalization are deemed necessary by the veterinarian for the survival of the pet, you may choose between the following 2 options:

I authorize you to make any decisions in my name and I discharge you of all responsibility related to the consequences and costs of these decisions. I undertake to reimburse you for any expenses incurred.

or

Here are my instructions on the course of action that should be taken (such as maximum amounts authorized, euthanasia, transportation, etc.):

Furthermore, in case of an emergency, you give MUZO irrevocable authorization to access your pet's veterinary records.

ASSUMPTION OF RISK

While MUZO acts with diligence and professionalism when providing services to pets under its care, it cannot prevent all accidents or injuries that might occur during the normal course of a stay at the hotel, during a grooming or training session, during group playtime activities at the MUZO Gym, or during daily walks in MUZO's vicinity. When placing their pet in MUZO's care, the customer/owner acknowledges that they assume all responsibility for any risk of disease or injury that might be sustained by their pet. The owner also assumes liability for any material damage to the company's property and for any injuries caused by their pet to another customer or boarded pet.

The customer/owner acknowledges that MUZO's employees are not veterinarians and cannot be held responsible for the detection or diagnosis of diseases or health problems that might arise during the boarded pet's stay at MUZO. The customer/owner also recognizes that vaccines, although effective in most cases, do not completely protect boarded pets from contagious diseases.

In the case of a contagious illness, the pet will have to be picked up immediately by the customer or the emergency contact person on file. If this does not occur, the pet will automatically be transferred to a veterinary clinic that is equipped with appropriate facilities for the pet's lodging (quarantine). Transportation from MUZO to said veterinary clinic and boarding at the clinic will be at the customer's expense. The customer will also have to assume the cost of boarding at MUZO for the current day (regardless of when the pet is picked up), given that the pet's room will need to be disinfected. MUZO will, however, reimburse the costs of boarding for days not used and of all other services already paid for but not used (e.g., grooming, exercise, training sessions, etc.).

PERSONAL EFFECTS AND BELONGINGS

MUZO cannot be held responsible for any damage, breakage or loss of personal articles belonging to your pet. We advise our customers to avoid bringing valuable objects or articles that are important to them.

VIDEO CAMERAS (WEBCAM)

The presidential suites are equipped with webcams that allow the customer to see their pet remotely. It should be noted that this service is provided as a courtesy. MUZO cannot be held responsible for their operation, due in particular to, but not limited to, possible technical problems related to the computer hardware or software used by the customer. Thus, no discount on boarding costs will be given in such a case.

OTHER CAUSES FOR REFUSAL

Management reserves the right to refuse anyone access to its facilities and services if it deems that the health and/or safety of its employees and/or other boarded pets may be put at risk. Without limitation, the following reasons constitute a probable cause for refusal:

- Pets that have been in contact with a contagious disease during the 30 days prior to their stay;
- Cats that have contracted rhinotracheitis once before in their lives;
- Pets that are considered to be too old, fragile, aggressive, or dangerous.

DEATH

In the case of death and in the event the customer or the emergency contact person cannot be reached or cannot immediately pick up the pet, it will be transferred to a clinic or to the closest veterinary hospital. All costs incurred will be at the expense of the owner.

UNANTICIPATED ADDITIONAL SERVICES/ABANDONMENT

Any additional service that might be requested or required during your pet's stay will be charged to you at the time of your pet's pickup. If for some reason you need to extend your pet's stay, even if you are unable to inform MUZO about it for whatever reason, MUZO will continue to board your pet at the agreed-upon rate. MUZO reserves the right to keep your pet until its account has been settled in full.

A pet that is not picked up within 10 business days of the end of its stay as indicated in the contract, without any warning to us or sign of life on the part of the owner, will be considered abandoned. MUZO will do everything in its power to reach the owner within this time frame, but after this period the pet will automatically be transferred to the shelter that covers the southwest Montreal area. No liability can be accepted by MUZO in such a case, nor any compensation or recourse claimed against it.

RESPONSIBILITY AND COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS

The customer is responsible for ensuring that the pet entrusted to our care is in compliance with applicable laws and regulations. In cases where MUZO is fined due to the pet's non-compliance, the customer accepts responsibility for the fine and to reimburse said amount to MUZO. The customer acknowledges that MUZO is in no way responsible if the pet must be confiscated for any reason by public authorities and, in such cases, the customer will take no action against MUZO or its employees.

We encourage you to learn about your municipality's animal control regulations and those that apply to the Sud-Ouest borough of Montreal.

Furthermore, the customer acknowledges that they are responsible for any physical or material damaged cause by their pet.

AUTHORIZATION TO USE THEIR PET'S IMAGE FOR PROMOTIONAL PURPOSES

The customer consents to the use of their pet's image and name by MUZO for promotional purposes, particularly on MUZO's website and on social media. The customer's name, on the other hand, will not be disclosed.

If the customer does not consent, they must sign hereafter: I refuse to give my consent (signature):

Signature

InfoMUZO NEWSLETTER REGISTRATION

The customer agrees to receive the InfoMUZO newsletter at the email address on file.

If the customer does not consent, they must sign hereafter: I refuse to give my consent

Signature

ACCEPTANCE

I have read and I accept the conditions of this agreement (except for those explicitly refused) and I undertake to conform to these conditions.

Signature

Date / /

Name in block letters

MM DD YY