



SERVICE AGREEMENT BETWEEN MUZO INC. AND THE CLIENT

Date: / /
MM DD YYYY

General information

CLIENT: Primary Account Holder (Owner)

Surname and name: _____

Address: _____

City: _____ Postal code: _____

Cellular: _____ Phone (home): _____ Phone (work): _____

Email address: _____

CLIENT: Secondary Account Holder

Surname and name: _____

Cellular: _____ Phone (work): _____

Email address: _____

Primary Emergency Contact Person

Surname and name: _____

Cellular: _____ Email address: _____

Secondary Emergency Contact Person

Surname and name: _____

Cellular: _____ Email address: _____

The primary holder and the secondary holder (if applicable) will be hereinafter collectively referred to as the "holder" and are the person or persons who have agreed to entrust the animal to MUZO, who are committed to MUZO, who accept the risks that could occur to the animal during its stay at MUZO. The Primary Emergency Contact Person and the Secondary Emergency Contact Person will hereinafter be collectively referred to as the "Emergency Contact Person".

IMPORTANT: The emergency contact person must be different from the primary or secondary holder. He/she must have the authority to make decisions in place of the holder and must be always willing and available to retrieve the animal if the need arises. The holder also acknowledges having obtained the consent of the Emergency Contact Person in the event of an emergency so that MUZO has the name and contact details of this person and shares them as needed and in accordance with the provisions below.

If there is no emergency contact person identified on file, the primary holder on file (owner) agrees that MUZO will automatically become one. Note that the holders on file (primary and secondary) are always contacted first, in the event of an emergency.

It is also your responsibility to inform us of any change in the contact details of the holders and contact persons.

IT IS IMPORTANT THAT YOU READ ALL OF THE FOLLOWING TERMS CAREFULLY. THIS AGREEMENT GOVERNS THE RELATIONSHIP BETWEEN THE HOLDER AND MUZO AND SHALL REMAIN FOR SO LONG AS THE HOLDER USES THE SERVICES OFFERED BY MUZO.

IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOUR PET WILL NOT BE ADMITTED AT MUZO.

ACCOUNT OPENING AND RESERVATION

To confirm a reservation at the MUZO hotel or take advantage of any other service offered at MUZO, you must first complete your account opening, which includes having to provide a civic address, a valid electronic address (email), a valid phone number, proof of vaccination of the animal (in good standing, according to our vaccination requirements) and a copy of this service agreement duly accepted.

BILLING

The cost of the stay must be paid in full on the day the animal arrives at the hotel. Any additional services or costs that may be requested or required during the animal's stay will be billed to you when your animal is picked up. MUZO reserves the right, as provided by law, to retain your animal until full payment of the invoice.

PREMATURE DEPARTURE

Except for peak periods (see below), if you need to shorten the duration of your pet's stay, MUZO will reimburse you for the remaining paid nights only if you pick up your pet before noon. If you pick up your animal in the afternoon, you will be charged for an additional day.

RESERVATION AND CANCELLATION POLICY

Outside peak periods

No minimum nights, no booking fees or cancellation penalties are requested or required.

During Peak Periods:

Périodes de pointe :

- Winter holidays: from December 15 to January 15
- School break holidays: from February 15 to March 15
- Summer holidays: from June 15 to September 15

A minimum of nights for the reservation of a suite or a cage is required and varies according to the peak time of the year.

If a request to shorten the duration of the reservation is made before the start of the stay, and this modification no longer allows the minimum required nights to be reached, these minimum required nights related to the initial reservation must still be paid.

If a request to shorten the duration of the reservation is made during accommodation, there will be no reimbursement of accommodation costs for this premature departure. However, the additional costs to the pension will be (for example: grooming, play activities, others).

Peak period booking fees

A reservation fee of 30% of the total amount of the pension is required to confirm a reservation during peak periods.

These booking fees are in no way refundable, exchangeable for another service, nor transferable to a subsequent stay or to another person.

ELIGIBILITY CRITERIA

For dogs

- Dogs must be at least 4.5 months old.
- Dogs must be sterilized after 8 months.
- Female dogs in heat are not allowed.
- Dogs must not show signs of aggression towards humans.
- Dogs must be healthy (or under control).
- Dogs must be free of contagious disease.
- Adult dogs must be microchipped.
- Dogs must comply with the regulations of their respective municipality (e.g., medal).
- Dogs should be treated for internal (intestinal) and external (fleas and ticks) parasites.

For cats

- Cats must be at least 4.5 months old.
- Cats must be sterilized.
- Cats that have already contracted rhinotracheitis once in their life are not admitted.
- Cats must be in good health (or under control).
- Cats should not show signs of aggression towards humans.
- Cats requiring medication must be docile.

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- Cats should be treated for internal (intestinal) and external (fleas and ticks) parasites.

OTHER CAUSES OF REFUSAL

Management reserves the right to refuse anyone access to its facilities and services if it believes that the health and/or safety of employees and/or other residents may be at risk.

- Without limitation, the following reasons constitute probable cause for refusal:
- Animals that have been in contact with a contagious disease in the 30 days preceding their stay; animals that are too old, fragile, aggressive, or dangerous, etc.

A customer who shows up at the scheduled arrival with an animal that cannot be admitted will lose all reservation fees.

VACCINE REQUIREMENTS

For dogs

- Vaccinations must have been administered by a veterinarian within a period of at least one week before arriving at the pension.
- The following vaccines are required and must be up to date: rabies, DHPP (Distemper, Hepatitis or Adenovirus-2 (A2), Parainfluenza and Parvovirus).
- **The Bordetella (kennel cough) vaccine is also required and must have been administered within the last six (6) months before coming to MUZO.**

For cats

- Vaccinations must have been administered by a veterinarian within a period of at least one week before arriving at the pension.
- The following vaccinations are required and must be up to date: rabies, CPP (Rhino-tracheitis, Panleukopenia, Calicivirus).

PROCEDURE IN CASE OF EMERGENCY

In the event of accidents, injuries, or any other emergency, MUZO will use reasonable measures to attempt to contact as soon as possible, and regardless of the time of day, one of the following people (in this order): primary owner, secondary owner, primary contact in case of emergency and secondary contact in case of emergency to inform them of the situation, jointly decide on the course of action and quickly provide the necessary care to the animal.

If unable to reach one of the above persons, you agree that MUZO will make the decisions that MUZO deems necessary according to the circumstances and in the best of its judgment based on the survival and well-being of the animal, while assuming the risk that survival and well-being cannot be guaranteed. You agree that MUZO may decide to bring the animal directly to the DMV 24-hour Veterinary Center. In such a case, you consent to MUZO providing the Veterinary Center with the names and contact details of the holders and emergency contact persons as well as any other information on the holder and on the animal in its files which may be necessary or useful for the Veterinary Center to render a useful service.

The holder will then be entirely responsible for the costs incurred for the transport of the animal, the waiting time, the consultation costs, the care, the medicines, the treatments, the examinations, the x-rays, the blood, or urine and/or any other examination or treatment deemed necessary by the veterinarian for the relief of pain, the welfare, or the survival of the animal. The holder thus commits to reimburse all expenses incurred by MUZO and releases (within the limits permitted by law) MUZO from any responsibility for the consequences of these decisions, including the permanent incapacity or the death of the animal.

In addition, and if necessary, in the event of an emergency, you give irrevocable authorization to MUZO to have access to the medical file of the animal at its usual veterinarian.

ASSUMPTION OF RISK

MUZO acts diligently and professionally in the services promulgated to the animals under its care but cannot avoid all accidents or injuries which may occur in the normal course of stay at the hotel, during a grooming service, during periods of group games or periods of individual games, during daily walks around MUZO or during education sessions or other sports activities.

By entrusting his/her animal to MUZO, the holder acknowledges assuming all the risks of illness or injury that may occur or be caused to the animal and is also responsible for all damage caused to property and employees of the company.

The holder acknowledges that MUZO employees are not veterinarians and cannot be held responsible for the non-detection or diagnosis of diseases or health problems that may manifest during the animal's stay at MUZO. The holder also recognizes that vaccines, although effective in most cases, do not completely protect animals from contagious diseases.

In the event of a contagious disease (e.g., kennel cough or suspected kennel cough), the animal must be picked up immediately by the holder, the emergency contact person or any other person designated by one of the of them. Otherwise, it will be transferred to the DMV veterinary hospital. In such a case, you consent to MUZO providing the Veterinary Center with the names and contact details of the holders and contact persons in the event of an emergency. Transportation costs, hospital boarding costs, treatment costs and other costs will be at the holder's expense.

In addition, accommodation costs for the current day (regardless of the time at which the animal is picked up or transferred) will not be reimbursed considering that the animal's room will have to be disinfected. MUZO will, however, reimburse boarding fees for subsequent unused days and any other unused scheduled services (e.g., grooming, play sessions, etc.).

EFFECTS, ARTICLES AND PERSONAL ITEMS

MUZO cannot be held responsible for any damage, breakage, or loss of your pet's personal items. We advise our customers not to bring valuables or items they care about.

VIDEO CAMERA (WEB CAM)

Residential suites are equipped with web cameras that allow the holder to view their pet from a distance. This service is offered free of charge. MUZO cannot be held responsible for their operation, due, but not limited to, any technical difficulties related to the support used by the customer or MUZO. Thus, no discount on the cost of the pension will be granted if applicable.

ABANDONMENT AND DEATH

An animal that is not collected within 10 working days following the end of the stay provided for in the contract, and this, without the holder or the contact person in the event of an emergency notifying us or giving us a sign of life, will be considered abandoned. MUZO will use reasonable measures to reach the holder or, failing that, the emergency contact person in the event of an emergency within this period, but, beyond this period, the animal will be automatically transferred to the shelter which serves the territory of the South-West of Montreal. In such a case, you consent to MUZO providing the shelter with the names and contact details of the holders and emergency contact persons so that it can attempt to reach them, in accordance with their internal policy. No responsibility can be attributed to MUZO, no compensation can be claimed against MUZO, or no recourse can be brought against MUZO, if applicable.

In the event of death and if the holder or the emergency contact person cannot be reached despite MUZO's reasonable efforts, or if neither of them can come and collect the animal immediately, the animal will be transferred to the DMV hospital. In such a case, you consent to MUZO providing the Veterinary Center with the names and contact details of the holders and emergency contact persons as well as any other information on the holder and on the animal in its files which may be necessary or useful for the Veterinary Center to render a useful service. All charges incurred will be at the holder's expense.

COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS AND RESPONSIBILITY

The holder is responsible for ensuring that the animal entrusted to us is in good standing according to the applicable legislation and regulations and the eligibility criteria of MUZO. If MUZO should receive a fine due to the non-compliance of the animal, the holder agrees to be responsible for this fine and to reimburse the cost to MUZO. The holder acknowledges that MUZO is in no way responsible if the animal were to be confiscated for any reason by the public authorities and, if necessary, the holder would not exercise any recourse against MUZO or its employees.

I have read and accept these terms and conditions. I also acknowledge that the simple fact for me to return this document duly completed to MUZO without my signature necessarily appearing therein is equivalent to signifying my desire to be bound by the above provisions. I acknowledge having been provided with a French version of this contract and I freely decided to sign the English version.

Signed, this ____ day of _____, 202 ____

By _____
(Signature)

Name _____
(Block letters)