

### Agreement (Terms of Service)

I fully understand and agree to all the terms listed below, and by entering into this agreement, I request Through Love Osaki to take custody of my pet.

Item	Content
1. Payment of Fees	The full amount of the accommodation fees, extension fees, and any other incurred costs shall be remitted upon check-out.
2. Declaration of Health Status	I will accurately disclose the pet's current health status, including pre-existing conditions, specific constitution/allergies, vaccination status, and flea/tick control status.
3. Emergency Procedures	In the event of an emergency, such as a sudden change in condition or injury during the pet's stay, and if I cannot be contacted, I agree that the pet's life shall be prioritized. Treatment and necessary procedures will be performed based on the veterinarian's judgment at the animal hospital designated by or usually visited by the hotel. I, the owner, shall bear all costs for such treatment and related fees.
4. Disclaimer	Although the hotel will exercise the utmost care, I agree that the hotel shall not be liable for any responsibility (including compensation for damages and consolation money, etc.) for my pet's injury, poor health, escape, or death caused by natural disasters, unforeseen accidents, worsening of chronic illness, poor physical condition due to aging, sudden onset of illness, or stress due to environmental changes, provided such occurrences are not attributable to the hotel's negligence.
5. Delay in Pick-up	I agree that if I fail to pick up the pet by the scheduled check-out time or fail to contact the hotel, a separate late fee, as determined by Through Love Osaki, will be incurred.
6. Refusal of Boarding	We reserve the right to refuse or request early pick-up of a pet if it is unvaccinated against rabies or various mixed vaccines, infested with fleas or ticks, determined to have a contagious disease, has a history or high potential of biting and injuring dogs or people, is significantly aggressive, barks excessively, or if the hotel determines that safe handling by staff or the safety of other guests' pets is difficult.

### Regarding Dog Food

Item	Content	Owner Confirmation (Signature or Check)
1. Bringing Food	Please bring the necessary amount of food for the entire stay, portioned into individual servings. Be sure to write the pet's name and the date(or number of feedings) on the food portions.	<input type="checkbox"/>
2. Insufficient or Lost Amount	If the food you bring is insufficient during the stay, we will provide substitute food (at a cost)prepared by the hotel. The hotel cannot be held responsible for any change in the pet's physical condition due to switching to substitute food.	<input type="checkbox"/>
3. Change of Food	To prevent physical problems (such as diarrhea) caused by a sudden change of food at home, changes to the food during the stay will not be permitted in principle. Please prepare the food your pet is accustomed to eating at home before boarding.	<input type="checkbox"/>
4. Regarding Belongings	The hotel shall not be liable for any damage, loss, or soiling of the food or containers you bring. Please write your pet's name on all belongings.	<input type="checkbox"/>
5. Instructions for Feeding	Please provide detailed advance notice of any matters requiring special attention, such as allergies, number of feedings, time, amount, and how to mix medication. The hotel cannot be held responsible for any issues arising from a lack of such notice.	<input type="checkbox"/>

I understand and agree to the contents of the above Terms of Service and Agreement.

Date:\_\_\_\_\_ Owner's Signature:\_\_\_\_\_

## Agreement for the Boarding of Senior Dogs

This agreement ensures that the pet owner understands and agrees to the procedures and scope of responsibility should an unforeseen situation occur when Through Love Osaki boards a senior dog. Senior dogs are at higher risk of sudden changes in physical condition due to environmental changes and stress. In the event of a sudden change in condition or an unforeseen injury, please agree to the following terms:

### 【Important Request Regarding Hotel Acceptance】

We sincerely regret that, from the perspective of safety management, we must refuse to board pets requiring nursing care or assistance (e.g., unable to get up without support, difficulty eating on their own, etc.). We appreciate your understanding.

#### 1. Duty to Contact and Priority Measures:

If the hotel observes any abnormality in the dog's condition, we will immediately attempt to contact the owner or the emergency contact. However, if we cannot be reached or if the hotel judges the situation to be urgent, I agree that the hotel may perform first aid and necessary examination/treatment at the hotel's affiliated animal hospital or a nearby animal hospital without waiting for the owner's consent.

#### 2. Burden of Medical Expenses:

I agree that all costs incurred for emergency procedures and treatment based on the preceding paragraph (consultation fees, treatment fees, medication costs, transportation fees, etc.) shall be borne by the owner.

3. Life-Sustaining Treatment (Life-Prolonging Treatment) if Contact Cannot be Made:

If a veterinarian requests a decision on life-sustaining treatment, and neither the owner nor the emergency contact can be reached, I agree to entrust the hotel with the natural passing of the pet without pursuing life-sustaining treatment.

(※ Preference for Life-Sustaining Treatment: ☐ Do not wish / ☐ Wish to receive)

4. Agreement Regarding Disclaimer:

Poor Health / Worsening of Chronic Illness: The hotel shall not be liable for the worsening of a chronic illness, a decline in physical strength/immunity due to aging, or an unforeseen injury sustained by the dog during the hotel stay, unless it is due to the hotel's clear negligence.

Accidental Death: The hotel shall not be held responsible for the death of the dog due to natural causes or force majeure while under the hotel's management. I understand that, particularly in the case of senior dogs, there is a risk of sudden change due to stress.

I confirm the content of the above Clauses 1 through 4 and agree to all terms when entrusting my dog (Name: \_\_\_\_\_) to Through Love Osaki.

Date: \_\_\_\_\_ Owner's Signature: \_\_\_\_\_