



THE WAGINGTON[®]
LUXURY PET HOTELS & RESORTS

PET HOTEL AGREEMENT

This Agreement is made by between The Wagington Pet Hotels Int'l Pte Ltd, a Singapore Limited Exempt Private Limited Company (hereinafter called "The Wagington") and the pet owner whose name and whose signature appears below (hereinafter called "Owner"). The following are the terms of service for the stay of Owner's Pet at The Wagington. By proceeding with the reservation, you accept and agree with The Wagington (the Hotel) that the reservation (details of which are set out below), if accepted by us, shall be on the terms and conditions as follows:

1. DISCLOSURE:

Before any purchases and leaving your Pet with The Wagington, Owner certifies to the accurate disclosure of all information provided to The Wagington either in writing or orally about the Pet and Owner specifically represents that he or she is the sole owner of the Pet. Owner specifically represents to The Wagington that pet is healthy and meets The Wagington's published vaccination standards. Owner represents that each time Pet is brought to The Wagington, Owner is recertifying that Pet is in good health and has not had any communicable illnesses of any kind of 30 days prior to visit. Owner further agrees to inform The Wagington of any changes in Pet's condition and/or behavior prior to subsequent visits. The Wagington reserves the right to refuse service to any Pet for any reason, at any time, including, but not limited to: pets lacking proofs of vaccinations, pets displaying signs of untreated or potentially contagious conditions and/or pets exhibiting aggressive or unacceptable behavior. For the purposes of this Agreement, the terms "Pet" or "Pets" refer to all pets under said ownership of Owner who utilize services at The Wagington, either now or in the future.

2. RATES:

- The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates.
- Rates quoted are in Singapore Dollars.
- Rates do not include any applicable prevailing government taxes at time of occupancy. The Rates are subject to prevailing Goods, Services Tax and Service Charge.
- In the event you complete a booking based on a rate that has been incorrectly posted, the Hotel reserves the right to correct the rate or cancel the reservation at its discretion, and will contact you directly to do so.

3. CHECK-IN & CHECK-OUT TIME

- Check-in time is from 12:00pm and check-out time is by 12:00pm. Early check-in from 8.30am to 12pm is subjected to a fee of \$25.
- Late check-out from 12pm to 3pm is subjected to a fee of \$25. Late check-out from 3pm to 7:30pm is subjected to a fee of \$55.

4. THE HOTEL ACCEPTS ALL VISA AND MASTERCARD, CASH AND BANK TRANSFER

A valid credit card pre-payment is required to secure your reservation. Upon reservation, credit card will be charged for the amount indicated on the booking confirmation page and an email receipt will be sent to you automatically. All additional or ancillary must be paid via a valid credit card before or upon check-out. The Hotel accepts Visa, MasterCard, Cheque, Cash & Bank Transfer.



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5. CANCELLATION POLICY:

- Reservations made from 18th December to 4th January, 1st 5 days of Chinese New Year, require full pre-payment and are non-cancellable, non-amendable and non refundable. The entire period of your stay, inclusive of nights before and after the dates listed above, will be charged to your credit card upon reservation and cannot be credited back into your account on cancellation.
- Hotel room cancellation must be made 72 hours prior to your arrival date to entitle a full refund.
- Any cancellation or amendment made within 72 hours of arrival will incur a cancellation fee of one night's room charge (inclusive of any applicable prevailing government tax).
- In the event of no-show, a fee of one night's room charge (inclusive of any applicable prevailing government tax) will be charged to your credit card provided at the time of reservation.
- An administrative fee of \$12.84 (inclusive of any prevailing government tax) will be charge for any refund/cancellation on all services.

6. ABANDONMENT:

If Pet is not picked up by Owner (or an authorized representative of Owner) within 14 calendar days after the day Pet is scheduled to depart, Owner understands that Pet shall be deemed to be abandoned and shall be disposed of Pet after abandonment at a private or public sale, and Owner specifically waives all statutory or legal rights amounts to the contrary. Owner understands that Pet abandonment is a criminal or civil violation of the statues of the Singapore Laws. Owner shall remain liable for all fees due and, in addition, agrees to pay any and all costs incurred by The Wagington in the event of prosecution against the Owner under th applicable lands the prosecu- tion of these statues. Owner is to be notified of such action by certified mail and no further notice shall be deemed necessary.

7. ASSUMPTIONS OF RISK:

The Wagington agrees to exercise reasonable care of Pet during its stay and, if applicable, during transport. Owner is aware that employees of The Wagington are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the pets at The Wagington. Owner acknowledges that no amount of vaccination requirement, sanitation or personalized care can prevent pets from contracting an airborne virus or communicable disease. Owner further understands that pet are pack animals, lead with their teeth, paws/claws, are unpredictable in nature and no amount of supervision can be 100% certain to prevent pets from being injured. Owner understands that these risks of illnesses, disease, or harm and hereby releases and waives all rights to claim against The Wagington, it's employees, members or agents, from any and all losses, damages, costs and expenses arising out of or in connection with any communicable disease, airborne virus, or any other medical condition or injury contracted by Owner's Pet at The Wagington. Further, if Pet is transported to or from The Wagington by The Wagington staff, Owner holds The Wagington harmless in the event of injury or accident during transportation.



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8. DAYCARE ASSUMPTIONS OF RISK:

For safety reasons, Owner understands that Day Care is a privilege extended only to well-behaved, socialized dogs who have gone through an initial temperament evaluation and who have been deemed “acceptable” for such Services, in the sole discretion of The Wagington. The Wagington reserves the right to refuse service to any pet for any reason, at any time, including, but not limited to: Pets lacking proofs of vaccinations, pets displaying signs of untreated or potentially contagious conditions and/or pets exhibiting aggressive or unacceptable behavior. All dogs six months of age or older must be spayed or neutered to participate in the services. Owner understands that the Service’s leash free environment allow dogs the opportunity to play in close physical contact (including nose-to-nose) with one another. Owner further understands that dogs are pack animals, lead with their teeth and paws, and are unpredictable in nature and that dogs play and lead with their teeth and injuries including cuts; scrapes and puncture wounds can be a result of play and not necessary aggression. Owner agrees to be responsible for all damages and medical treatment for all injuries to dog. Owner also understands and acknowledges that if an injury is proven to have occurred due to unprovoked aggression, owner of aggressive dog is responsible for medical treatment of injured dog.

9. ACTS OR BEHAVIOUR:

Owner agrees to be solely responsible for any and all acts or behavior of Pet while in the care of The Wagington, including payments of costs of injury to staffs or other animals or damage to facilities caused by Pet. Owner also understands that squirt bottles, citronella spray and, in extreme cases, muzzles may be used for the protection of other pets or staffs. Owner further agrees to indemnify The Wagington and its agents against any claims made against The Wagington or its employees or members or other agents or losses or damages of any kind suffered by The Wagington or its agents as a result of Owner’s failure to inform The Wagington of any pre-existing condition Pet may have (such as illness or aggression problems) or which were otherwise caused by Pet.

10. MEDICAL ATTENTION:

In the event of injury, emergency or when The Wagington, in its sole discretion, deems medical care is important to Pet’s health (including, but not limited to: vaccinations, fleas, ticks, diarrhea, rashes, etc), Owner authorizes The Wagington to obtain medical attention for Pet from our veterinarians. In such event, Owner grants The Wagington and The Wagington preferred veterinarians the full power of decision-making involving the medical treatment of Pet (including transport and care to and from any agent) and agrees to pay for all costs associated with said medical treatment. Owner hereby authorizes The Wagington to use Owner’s credit card on file to pay The Wagington preferred veterinarians directly for said medical treatment prior to departure. Owner acknowledges that The Wagington and The Wagington preferred veterinarians/clinics/hospitals is a separate legal entity responsible for its own actions, workings and services. Owner agrees to hold The Wagington preferred veterinarians/clinics/hospitals, its employees and agents, harmless from any and all claims as a result of treatment provided to Pet.



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11. COMPLIANCE:

Owner agrees to comply with the published policies of The Wagington, which may be revised from time to time, with or without notice. In the event there is a discrepancy, this Agreement shall supersede the content of the House Rules.

12. PRE-PAID PACKAGES:

In the event Owner decides to purchase a pre-paid package for services, Owner understands such sale price is offered at a special discount in exchange for a non-refundable commitment to use all such funds at The Wagington. Owner further understands that after the sale, things may happen that are out of control of The Wagington, including, but not limited to: the death of Pet, the relocation of Owner, behavioral changes in Pet, and the decision to stop utilizing The Wagington for services. In any case, any unused portion of the sale (after amount of utilized services at regular standard rates) shall be transferrable for use on other services at The Wagington, but in no instance shall they be refundable. Pre-paid packages may not be sold or transferred to any Pet outside Owner's direct ownership.

13. MULTIPLE FAMILY MEMBERS:

If Owner requests to board Pet together with other "family members" in the same suite, Owner acknowledges and understand that regardless of the amount of supervision) such an arrangement may decrease The Wagington's ability to detect issues, diseases and illnesses. Furthermore, because actions of pets may be unpredictable, owner is aware that this arrangement may also significantly increase the chance of injury, aggression and/or alterations.

14. ARBITRATION:

This Agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assignees of Owner and The Wagington. Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of Singapore Arbitration Association, and the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine and award to the prevailing party of such costs of such arbitration and reasonable solicitor's fees of the prevailing party. The arbitrator(s) shall apply Singapore Law to the merits or any dispute or claim, without reference to conflict of law rules. The parties hereby submit to the exclusive jurisdiction of the state and Courts located in Singapore and agree that such courts shall have the sole and exclusive jurisdiction for any action or proceeding arising from or relating to this Agreement or relating to any arbitration in which the parties are participants. The parties understand that by signing this Agreement that they will submit any claims arising of, relating to, or in connection with this Agreement or the interpretation, validity, construction, performance, breach or termination thereof, to bring arbitration.