DOG ATTITUDE — TERMS AND CONDITIONS OF SALE

SAS DOG ATTITUDE 06 — 454 chemin de l’Oratoire, 06250 Mougins, France

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English translation of the French Terms and Conditions dated 17/10/2026. The French original remains the reference text pending legal review of the translation.

1 - Purpose and contractual documents

These Terms and Conditions of Sale (T&Cs) govern relations between SAS DOG ATTITUDE 06 (hereinafter “Dog Attitude”) and its customers in respect of the services offered: animal boarding and care, education and training, grooming, activities and services relating to companion animals and, where applicable, the sale of dogs.

The boarding agreement, quotation, information sheet and any document signed or accepted for the service supplement these T&Cs. In the event of any inconsistency, the specific terms expressly accepted for the service concerned shall prevail, subject to mandatory applicable law.

2 - Information and acceptance

The customer acknowledges having had the opportunity to read these T&Cs before the agreement is definitively concluded. The T&Cs applicable are those in force on the date of conclusion; subsequent amendments shall not apply retrospectively unless agreed by the parties or required by mandatory law.

3 - Services, prices and payment

The characteristics, availability, prices and terms specific to each service are set out on the website, at the centre, in the relevant agreement or in a quotation. Prices are stated in euros, including all applicable taxes where VAT applies. Any additional charges are announced before invoicing or arise from accepted specific terms.

The €6 daily surcharge is not applied cumulatively when the difficulties are covered by the same care arrangements, without requiring additional interventions or imposing additional constraints. If distinct constraints make boarding particularly demanding, the daily surcharge may be increased to €12, following an on-site assessment with the client and before acceptance for boarding is confirmed. The same service or constraint already included in the rate, in particular in the €26/day Safety Box plan, or in a surcharge may not be charged for twice. The reasons, daily amount and period of application are communicated to the client and require the client’s express agreement before acceptance for boarding is confirmed.

For boarding, Dog Attitude may request a deposit (acompte) equal to one third of the cost of the stay. This deposit is credited against the total price and rounded up to the next whole euro, with no cents. The balance is payable on the agreed terms and no later than collection of the animal, unless otherwise agreed in writing.

4 - New customers, returning customers and distance booking

A returning customer is a customer whose animal has already completed at least one stay under a definitively confirmed booking. All other customers are new customers. Dog Attitude may establish this history using any reliable information in the customer file, including an agreement, invoice or stay history.

For a new customer, any request by telephone, email, form, messaging or other remote means constitutes a provisional booking request only. It is neither acceptance nor definitive confirmation nor conclusion of a contract, and no distance confirmation deposit is collected at that stage. The booking becomes definitive after on-site checks of the animal’s documents and needs, express approval by Dog Attitude and, where applicable, payment of the deposit.

For a returning customer, Dog Attitude may accept confirmation at a distance and payment of the deposit by bank transfer. This procedure is never available to a new customer. Where the parties thus agree at a distance on the stay, dates, boarding arrangement and price, the contract is concluded at a distance.

For a distance contract concluded with a consumer, the statutory right of withdrawal may be exercised within fourteen days of conclusion of the contract. The customer may use the form at the end of these T&Cs or any other unequivocal statement. If performance is to begin before that period expires, Dog Attitude obtains the customer’s express request and the acknowledgements required by law beforehand. Mandatory legal rules take precedence over any cancellation provision below.

5 - Cancellation, early termination of stay and deposit

After definitive confirmation, the place is reserved and blocked for the agreed dates. Any cancellation request must be sent to Dog Attitude in writing.

For cancellation notified at least forty-five days before the scheduled start of the stay, amounts already paid are converted into a credit valid for six months from cancellation. This credit is not refundable, except in the event of the dog’s death before the stay or where reimbursement is required by law. Veterinary evidence of the dog’s death is required.

For cancellation notified less than forty-five days before the scheduled start of the stay, or for a stay booked less than forty-five days before it begins, Dog Attitude retains the deposit. Cancellation for personal convenience does not entitle the customer to a refund of the deposit. If the dog dies before the stay begins, the deposit is refunded upon presentation of veterinary evidence, regardless of the cancellation date. Any refund required by law remains payable.

If the customer ends the stay early, reserved but unused days are not refunded, unless Dog Attitude agrees in writing or mandatory law requires otherwise. If Dog Attitude cancels before the stay because it cannot provide the service, the deposit is returned, without prejudice to the customer’s statutory rights where Dog Attitude is responsible for the cancellation.

6 - Owner’s obligations, documents and extensions

The owner or authorised representative provides accurate, complete and up-to-date information about the animal: identity, health, treatments, medical history, behaviour, habits, escape or aggression risks and any other matters relevant to its care. Any change to the owner’s or emergency contact’s details must be reported without delay.

For admission, Dog Attitude requires the documents specified in the agreement, including proof of identity, proof of address dated within the last three months and the ownership card or another document establishing ownership of the animal. Required vaccinations must be valid; the original health record and any required regulatory documents are supplied as specified in the agreement.

Any extension must be reviewed and expressly accepted by Dog Attitude, paid in advance and covered by a new boarding agreement before it begins. If these conditions are not met, the animal cannot remain at Dog Attitude. This does not prevent Dog Attitude from taking measures necessary for the animal’s welfare and safety pending collection.

7 - Admission, boarding arrangement and individual accommodation

Depending on availability and the animal’s needs, Dog Attitude offers shared-care and individual-accommodation arrangements. Individual accommodation is not compulsory for every animal: the customer’s choice remains subject to Dog Attitude’s compatibility assessment before and during the stay.

Dog Attitude may refuse admission or change the arrangement where the animal’s health, documents or behaviour, or the conditions of care, do not allow safe accommodation compatible with the welfare of animals, staff or third parties. If a risk is identified during the stay, Dog Attitude may place the animal in individual accommodation immediately and informs the owner as soon as possible.

For individual accommodation in the Park or a standard Box, excluding the Safety Box plan, the following rates apply. Outside high season, this arrangement carries an additional EUR 6 per day, making the rate EUR 28 per day for one dog in the Park and EUR 25 per day in a Box. In high season, the applicable rate is EUR 40 per day in the Park and EUR 35 per day in a Box: no doubled rate applies. High season runs from 1 July through 5 September inclusive and from 15 December through 5 January inclusive.

The cost of individual accommodation is already included in the above rates. The €26/day Safety Box plan is for reactive dogs, dogs prone to escaping or destructive dogs. A €6/day surcharge applies where reactivity towards people requires special care, making a total of €32/day. If destructive behaviour and reactivity require distinct additional interventions or constraints, the total surcharge may be increased to €12/day, making a total of €38/day, subject to the assessment in Article 3, without automatic addition.

8 - Health, veterinary care and emergencies

In the event of illness, injury or a need for medical advice, Dog Attitude may have the animal examined by a veterinarian. In a medical or surgical emergency, it is authorised to take without delay the measures necessary for the animal’s health or survival under the terms of the agreement, including where the owner or emergency contact cannot be reached.

Veterinary fees, medication, examinations and treatment relating to the animal remain payable by the owner, except where they arise from liability legally attributable to Dog Attitude. Travel or handling fees provided for in the agreement may be charged. Administration of treatment once daily is free of additional charge; for two or more

administrations daily, a EUR 4 fee per treatment day applies.

9 - Group life, customer disclosures and liability

The owner acknowledges that Dog Attitude assesses whether the selected arrangement is appropriate. Nevertheless, the owner must disclose truthfully and fully the animal’s habits, history, reactions and sensitivities. The owner is responsible for consequences attributable to inaccurate, incomplete or omitted information.

Even where dogs are compatible and initially sociable, their reactions may vary, particularly during play, running, jostling or occasional resource guarding. Dog Attitude provides supervision appropriate to the arrangement, but shared care does not amount to continuous, individual monitoring of every interaction. In the event of tension or risk, Dog Attitude intervenes and separates the animals if necessary.

Where an incident arises from a risk inherent in interactions between dogs, without fault or breach attributable to Dog Attitude, the veterinary and treatment costs of the animal concerned remain payable by its owner. This provision neither excludes nor limits Dog Attitude’s liability where it is legally responsible.

Dog Attitude undertakes to provide the care, supervision and accommodation conditions corresponding to the agreed service. It is not responsible for consequences of events not attributable to it, including pre-existing or undisclosed conditions, the animal’s own behaviour, inaccurate information or the customer’s failure to comply with obligations.

10 - Insurance and damage caused by the animal

The owner has civil liability insurance covering damage that may be caused by the animal. The owner remains responsible for such damage, subject to any liability legally attributable to Dog Attitude. Damage attributable to the animal may be charged where supported by evidence.

11 - Personal data

Dog Attitude is the controller of personal data processed to manage enquiries, bookings, agreements, payments, animal care and monitoring, safety and administrative obligations. Such data include the customer’s identity and contact details, booking and payment information, information needed to care for the animal and documents required for admission.

Data are processed for performance of the contract, compliance with legal obligations and Dog Attitude’s legitimate interest in organising safe care. They are accessible only to authorised persons, veterinarians where necessary, service providers involved in delivering or administering the service, and authorities where required by law. Data are kept for the period necessary for these purposes and subsequently for applicable statutory evidence, accounting or limitation periods.

The customer may request access, rectification, erasure, restriction, objection or portability where these rights apply by writing to raclin.sandrine@orange.fr. The customer may also lodge a complaint with the CNIL, the French data protection authority.

12 - Force majeure

Force majeure is assessed in accordance with Article 1218 of the French Civil Code and applicable law. Where a force majeure event temporarily or permanently prevents performance of an obligation, its consequences are determined in accordance with those rules, the specific provisions of the agreement and the customer’s mandatory rights.

13 - Complaints, consumer mediation and disputes

In the event of a dispute, the customer first sends a written complaint to Dog Attitude in an attempt to reach an amicable resolution. If the complaint remains unresolved, the consumer may refer the matter free of charge to the consumer mediator appointed by Dog Attitude, under the applicable procedures.

After an unresolved written complaint, the consumer may contact the appointed consumer mediator.
Convention reference: D-26-6479.
Either party retains the right to bring proceedings before the competent court.

These T&Cs are governed by French law. Nothing herein deprives consumers of the statutory rules on territorial jurisdiction from which they benefit.

STANDARD WITHDRAWAL FORM - only for a contract concluded at a distance

To: SAS DOG ATTITUDE 06, 454 chemin de l’Oratoire, 06250 Mougins, France; raclin.sandrine@orange.fr.

I hereby give notice that I withdraw from my contract for the following boarding service: _____

Booked on: _____ Consumer’s name: _____

Address: _____

Date: _____ Signature (only if this form is submitted on paper): _____