

## ONE LUKE Terms of Service

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ONE LUKE (hereinafter referred to as the “Store”) establishes the following Terms of Service (hereinafter referred to as the “Terms”) regarding grooming (pet beauty services) and pet hotel services (animal boarding) (hereinafter collectively referred to as the “Services”) provided to users of the Services (hereinafter referred to as the “Customers”) for dogs or cats owned by the Customers.

#### Article 1 [Purpose]

1. These Terms set forth the conditions for using the Services provided by the Store.

#### Article 2 [Scope of Terms]

1. These Terms shall apply to both the Store and the Customer regarding the use of the Services. These Terms constitute part of the agreement between the Store and the Customer regarding the use of the Services.

#### Article 3 [Conditions for Use of the Services]

The Services may only be used for dogs and cats owned by the Customer (hereinafter referred to as the “Pets”).

1. The Store may refuse to provide the Services to Pets that fall under any of the following:

- Animals other than dogs or cats
- Pets that have not received rabies vaccination and combination vaccines within the past 12 months from the scheduled service date
- Pets that have not received flea and tick treatment
- If flea or tick infestation or infection is suspected during the Services, extermination measures may be taken and the associated costs may be charged to the Customer
- Pets that have been in the Customer’s home for less than one month since adoption or acquisition
- Pets under three months of age
- Pets that are clearly aggressive and cannot be controlled by the Store, making provision of the Services impossible
- Other cases where the Store determines that the Pet is unsuitable for the Services due to poor hygiene, poor physical condition, or other reasons

2. Customers shall bring the following items when using the Services:

- Identification documents confirming the Customer’s current address, such as a driver’s license, health insurance card, residence card, or passport (required only for the first visit)

- Valid vaccination certificates and rabies vaccination certificates for the Pet subject to the Services, or a certificate issued by a veterinarian for postponement or exemption from vaccination (the Store will confirm certificates or tags once per year)

3. The Store may refuse to provide the Services to Pets aged 10 years or older. Please consult with the Store if you wish to request Services.

4. Visits by Customers, their family members, or relatives for the purpose of seeing Pets during boarding are not permitted.

#### Article 4 [Fees, Cancellation, etc. for the Services]

1. The Services are by reservation only, and use may be refused without prior reservation. All fees shall be paid after the Services are rendered. Payment may be made by cash, credit card, or QR code payment. (Please refer to the Store's website for details regarding available Services and fees.)

2. Additional fees will be charged for extended stays or overtime.

3. If there are any changes to the reservation date, visit time, or duration of stay, Customers shall notify the Store in advance using the method designated by the Store. If the Customer does not arrive by the reserved time without prior notice, the reservation may automatically be canceled.

4. No cancellation fee shall be charged even if the reservation is canceled on the day of the reservation. However, the Store may restrict future use at its discretion.

#### Article 5 [Emergency Response During Use of the Services]

1. The Store shall not be liable for injuries, death, or grooming-related troubles caused by force majeure, chronic illness, unique constitution, old age, or similar causes occurring during the provision of the Services, during boarding, or after the Pet returns home.

2. If any abnormality is observed in the Pet, the Store staff may, after contacting the Customer, arrange medical treatment at a veterinary clinic affiliated with the Store. If the Customer has designated a regular veterinary clinic in the boarding consent form, the Store will primarily seek treatment there. However, if the designated clinic cannot be contacted, is located far away, or there is insufficient time to respond to the emergency, treatment will be provided at the Store's affiliated veterinary clinic. If the Customer has declared in advance and the Store has agreed, treatment will not be performed. However, if the Store determines that the situation is urgent or if the emergency contact cannot be reached (hereinafter collectively referred to as an "Emergency"), the Store may take any measures deemed necessary at its discretion, and the Store shall be exempt from all liability related to such measures.

3. All costs related to emergency veterinary treatment, medication, transportation to veterinary clinics, staff response costs, funeral expenses, and related expenses under the preceding

paragraph shall be borne by the Customer.

4. As a general rule, the Services are not provided during nighttime to early morning hours. Please understand in advance that detection and recognition of emergencies outside business hours may be delayed.

#### Article 6 [Customer Responsibility]

1. If the Customer conceals information that must be declared under Article 3 (Conditions for Use of the Services), and such concealment causes or is reasonably deemed likely to cause flea/tick infestation, spread of infectious diseases, or other impacts on third-party Pets or breeding facilities, the Customer shall bear all expenses associated with the response and treatment.

2. Customers may be charged actual costs for damage caused by Pets during boarding to boarding facilities (including private rooms) or other equipment and fixtures. Customers shall be deemed to have agreed to the preceding provisions at the time of making a reservation with the Store.

#### Article 7 [Store Responsibility]

1. The Store shall exercise the utmost care and handle entrusted Pets with affection and diligence. However, in the event of death or escape caused by the Store's negligence during the provision of the Services, compensation shall be limited to a refund of the Service fees and the Pet's purchase price or an amount equivalent to the Pet's value as calculated by the Customer. However, the Store shall bear no responsibility for injuries, escape, or death caused by unavoidable accidents due to chronic illness, unique constitution, or force majeure such as natural disasters. Customers shall be deemed to have agreed to the preceding provisions at the time of making a reservation.

#### Article 8 [Liability]

1. Except as provided in the preceding article, the Store shall bear no liability whatsoever for damages incurred by Customers or Pets. However, this shall not apply to damages caused intentionally or through gross negligence by the Store.

2. If the Customer does not contact the Store within seven days after the scheduled pickup date, the Customer shall be deemed to have abandoned ownership rights as the owner, and ownership of the Pet shall transfer to the Store. However, even if ownership transfers, the Store shall retain the right to request that the Customer retrieve the Pet and the right to claim payment of Service fees and expenses specified in Article 5, Paragraph 3.

#### Article 9 [Preparation Before Use]

1. On the day of using the Services, Customers must bring their Pets in a pet carrier or with a

collar and leash attached so that the Pet's movement can be controlled.

2. Customers wishing to request shampooing, cutting, or other grooming services (hereinafter referred to as "Grooming") must notify the Store in advance at the time of reservation. However, Grooming cannot be performed on Pets that become too excited for the Store staff to handle during boarding. In addition, requests may not be accommodated depending on Grooming reservation availability. Fees shall be based on the Store's price list. Please contact Store staff for detailed explanations regarding Grooming.

3. Pets may refuse to eat food other than what they are accustomed to eating at home. Customers must bring the food normally consumed by the Pet at home. Customers are requested to divide food into individual meal portions whenever possible or provide detailed written instructions regarding meal quantities. Feeding frequency is limited to three times per day. Customers may also bring treats if necessary. If the Pet has chronic illnesses or requires medication, please provide detailed instructions regarding symptoms, medication methods, and dosage frequency in the consent form.

4. In principle, food dishes, toilets, and pet sheets provided by the hotel will be used.

5. Customers must bring the cat litter normally used by their cat.

6. If there are changes to the drop-off or pickup times originally provided at the time of reservation, Customers are requested to contact the Store in advance. The Store requests cooperation in order to allocate staff appropriately and ensure that Pets spend a comfortable time during their stay.

#### Article 10 [Photography Before and After Grooming and SNS Posting]

1. The Store may photograph Pets before and after Grooming and post such photographs along with the Pet's name on Instagram and other SNS or media operated by the Store (hereinafter referred to as the "Store SNS"). However, the Store is not obligated to post photographs of Pets on the Store SNS.

2. During such photography, collars, leashes, or similar items worn by the Pet may appear in the photographs. The Store shall not be obligated to apply blur effects or other modifications to prevent identification of the Pet and may post the photographs on the Store SNS in their original form. The Customer's name shall not be published.

3. Customers shall be deemed to have agreed to the preceding provisions at the time they reserve Grooming services.

#### Article 11 [Changes, Suspension, etc. of the Services]

1. The Store may change or add to all or part of the contents of the Services without obtaining Customer consent.

2. The Store's operating company (hereinafter referred to as the "Company") may change, add to, suspend, discontinue, or terminate all or part of the Services by notifying Customers through the Store website, notices within the Store, or other methods designated by the Company.

3. The Store may delay, suspend, or discontinue the Services without prior notice or consent from Customers in the following cases:

- When provision of the Services becomes difficult due to fire, power outage, system trouble, major earthquake, typhoon, tornado, flood, inundation, storm surge, tsunami, spread of infectious disease, government or local authority orders or requests related thereto (regardless of legal enforceability), or other similar causes
- When staff resources are required for emergency responses involving boarded Pets
- Other situations deemed urgent and necessary by the Store

4. The Store shall bear no liability for damages incurred by Customers due to the measures described above.

#### Article 12 [Handling of Personal Information]

1. The Store and the Company shall acquire and use personal information based on Customer consent within the scope necessary to achieve the following purposes:

- Providing information regarding services, events, products, and similar offerings
- Receiving, confirming, and responding to inquiries and applications related to the Store
- Statistical collection and analysis for improving the quality of the Services
- Statistical collection and analysis for development of new services

2. Collected personal information shall not be disclosed or provided to third parties without Customer consent except where required or permitted by laws and regulations. However, data may be statistically processed and published in a form that does not identify individuals. In addition, part of the handling of personal information may be outsourced to third parties for operational efficiency. In such cases, the Store shall conclude agreements regarding the handling of personal information with subcontractors and provide necessary and appropriate supervision to ensure secure management of personal information.

3. If a Customer requests disclosure, correction, deletion, suspension of use, or erasure of personal information relating to the Customer, the Store shall respond promptly after confirming the identity of the Customer.

#### Article 13 [Disclaimer]

1. The Store shall bear no liability for damages incurred by Customers in connection with the use of the Services except as expressly provided in these Terms.

2. The Store shall bear no responsibility whatsoever for disputes arising between Customers or between Customers and third parties due to use of the Services.

#### Article 14 [Compensation for Damages]

1. If a Customer causes damage to the Store, the Company, or third parties by violating these Terms or illegally using the Services, the Customer shall be responsible for compensating such damages.

#### Article 15 [Amendment of the Terms]

1. The Company may amend these Terms at any time in the following cases. In such cases, the Company shall notify Customers of the amendment, the contents of the amended Terms, and the effective date of the amendment at least two weeks prior to the effective date through the Store website, notices within the Store, or other methods designated by the Company.

- When the amendment conforms to the general interests of Customers
- When the amendment does not contradict the purpose of the Service agreement between the Customer and the Store and is reasonable in light of the necessity of the amendment, appropriateness of the amended contents, and other related circumstances

2. If a Customer uses the Services after the effective date specified in the preceding paragraph, the Customer shall be deemed to have agreed to the amended Terms, and the amended Terms shall apply.

#### Article 16 [Court of Agreed Jurisdiction]

1. In the event litigation or mediation becomes necessary between the Customer and the Company regarding disputes other than those specified in the following paragraph, the district court or summary court having jurisdiction over the Company's location shall be the exclusive agreed court of first instance.

2. Notwithstanding the preceding paragraph, in the event litigation or mediation becomes necessary regarding disputes related to the Store, the Customer shall be deemed to have agreed that the district court or summary court having jurisdiction over the Store's location shall be the exclusive agreed court of first instance.

By making a reservation with the Store, Customers shall be deemed to have understood and agreed to the ONE LUKE Terms of Service.

Version dated October 10, 2023