

INCIDENT RESOLUTION GUIDELINES



Pet Parent

ISSUE: What should I do if I am involved in an altercation?

Pet Owner

In the unlikely event that you are involved in an altercation while utilizing the Wag! platform, please immediately inform the proper authorities and Wag!.

Wdd!

Wag! is not liable for the performance or conduct of Pet Parents or Pet Caregivers, whether while actively utilizing the Wag! platform and its services, or outside of the Wag! platform. In the event of an altercation while on the platform, please notify the proper authorities as well as Wag!.

ISSUE: What if my pet gets sick or injured while being serviced or as a direct result of a service on the Wag! platform?

Pet Owner

Prior to the service, you have divulged any material information about your pets, including pre-existing medical conditions and other behavioral issues that may be relevant to or impact a Pet Care Provider's ability to provide the services. You have also verified that your pet is fully vaccinated and up-to-date with all forms of preventative medicine and is free from fleas, ticks, and other pests. If your pet becomes ill as a direct result of a Service with Wag!, please notify your veterinarian and Wag!. NOTE: If your Pet Caregiver or Wag! reaches you with a request to authorize medical care for your pet and you refuse, you therefore waive, release and promise never to assert any claims or causes of action arising from failure to seek such care.

Wag!

Once Wag! is notified, our dedicated team will reach out to all parties for statements. Wag! assumes no liability but will work with the parties involved to help facilitate a resolution.

ISSUE: What if my pet attacks someone?

Pet Owner

You are fully responsible for the actions of your pet(s). You understand, acknowledge and agree that, as between you and Wag!, you shall be liable for any and all claims, costs, proceedings, demands, losses, damages, and expenses (including, without limitation, reasonable attorney's fees and legal costs) of any kind or nature, arising from or relating to, the behavior of your pet(s), including without limitation, claims by third parties (including Pet Caregivers) for damage, loss or injuries resulting from bites or attacks on such third parties by your pet(s).

Wag.

Once Wag! is notified, our dedicated team will reach out to all parties involved for statements and insurance information. Wag! assumes no liability but will work with all parties involved to help facilitate a resolution.

ISSUE: What happens if I am a victim of a Phishing attempt?

Pet Owner

As a user, you are responsible for all activities that occur under your account and you can notify us of any unauthorized access or use of your account. You are also responsible for the safety of your personal information. Do not give out your passwords to anyone claiming to be Wag!.

Wag!

Wag! is not responsible or liable for any damage or loss related to any unauthorized access or use of your account, including but not limited to, as a result of phishing or other similar attacks. Additionally, Wag! will never ask you for your passwords or login information.

ISSUE: What happens if the Pet Caregiver misplaces my key(s)?

Pet Owner

In the event your key has been misplaced, contact Wag! right away. As Wag! is not responsible for lost or misplaced keys, a replacement, if necessary, will be the responsibility of the Pet Caregiver.

Wdg.

A Wag! team member will assist both parties to return the dog(s) safely inside, as well as assist with mediating a key replacement if necessary, in accordance with our Community Guidelines. Note that Wag! is not responsible or liable for the loss of a Pet Parent's key.

INCIDENT RESOLUTION GUIDELINES

Pet Caregiver



ISSUE: What happens if the pet that I am servicing is involved in an incident with a third party?

Independent Contractor

In the event that a pet you are servicing is involved in an incident with a third party, please notify the Pet Parent as well as Wag!. While the Pet Parent is responsible and liable for the actions and behaviors of their pet, it is the responsibility of the pet caregiver to adhere to the instructions outlined within the Walk Notes as well as Wag!'s community guidelines. You will be responsible for any damages or losses due to your own negligence in providing services on the Wag! platform.

Wag!

Once Wag! is notified, our dedicated team will reach out to all parties involved for statements and insurance information. Although Wag! is not liable for third party claims, we will work with all parties involved to help facilitate a resolution.

ISSUE: What if I damage personal property, or the pet I am servicing damages personal property?

Independent Contractor

In the event that any personal property is damaged, please alert the Pet Parent, Wag! and your insurance provider. You are responsible for any damage that you cause to personal property.

Wag!

Wag! is not liable for claims by third parties, including but not limited to, personal injury, injury to any pets, or property damage resulting from the access to or the use of the services with the Wag! platform.

ISSUE: What should I do if I am involved in an altercation while on the platform?

Independent Contractor

In the event that any personal property is damaged, please alert the Pet Parent, Wag! and your insurance provider. You are responsible for any damage that you cause to personal property. In the unlikely event that you are involved in an altercation while utilizing the Wag! platform, please immediately inform Wag! and, if deemed necessary by you, the proper authorities.

Wag.

Wag! is not liable for the performance or conduct of Pet Parents or Pet Caregivers, whether while actively utilizing the Wag! platform and it's services, or outside of the Wag! platform.

ISSUE: Am I an employee of Wag!?

Independent Contractor

As an independent contractor, Pet Caregivers are not employees. Independent contractors are free to utilize the platform and schedule services around their personal availability. Wag! is solely a marketplace technology platform that enables third-party pet owners ("Pet Parents") and third-party pet care service providers ("Pet Caregivers") to connect with each other.

Wdg!

Wag! is not liable for the performance or conduct of Pet Parents or Pet Caregivers, whether while actively utilizing the Wag! platform and it's services, or outside of the Wag! platform.

ISSUE: What happens if I am a victim of a Phishing attempt?

Independent Contractor

As a user, you are responsible for all activities that occur under your account and you can notify us of any unauthorized access or use of your account. You are also responsible for the safety of your personal information. Do not give out your passwords to anyone claiming to be Wag!.

Wag!

Wag! is not responsible or liable for any damage or loss related to any unauthorized access or use of your account, including but not limited to, as a result of phishing or other similar attacks. Additionally, Wag! will never ask you for your passwords or login information.

ISSUE: What happens if I'm injured during a service?

Independent Contractor

Prior to accepting the service and prior to beginning the service, the Pet Caregiver is responsible for determining whether they feel comfortable with the nature of the service. In the unlikely event that an injury occurs, the Pet Caregiver should notify Wag! and, if deemed necessary by you, the proper authorities.

Wag!

Wag! is not responsible or liable for injuries occurring during a service and any corresponding costs incurred are the responsibility of the pet caregiver.

ISSUE: What happens if I misplaced the Pet Parent's key(s)?

Independent Contractor

Wdd.