

Terms and Conditions for Fromtheheartdogservices.com

Last Updated: August 14, 2025

Welcome to Fromtheheartdogservices.com, operated by From the Heart Dog Services ("we," "us," or "our"). These Terms and Conditions ("Terms") govern your use of our website, Fromtheheartdogservices.com (the "Site"), and the services we provide, including but not limited to Dog Daycare, Training Camps, Day Trains, On-site & In-Home Private Lessons, Boarding, and related services (collectively, the "Services"). By accessing the Site or using our Services, you agree to be bound by these Terms. If you do not agree with these Terms, please do not use the Site or our Services.

1. Use of the Site and Services

Eligibility

You must be at least 18 years old to use the Site or Services. By using the Site or Services, you represent and warrant that you are at least 18 years old and have the legal capacity to enter into these Terms.

Account Registration

To access certain features of the Site or Services, you may need to create an account. You agree to provide accurate, current, and complete information during registration and to update such information as needed. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

Acceptable Use

You agree to use the Site and Services only for lawful purposes and in accordance with these Terms. You may not:

- Use the Site or Services in any way that violates applicable laws or regulations.
- Engage in any conduct that restricts or inhibits anyone's use or enjoyment of the Site or Services.
- Attempt to gain unauthorized access to any portion of the Site or Services, or any systems or networks connected to them.
- Use automated systems (e.g., bots, scripts) to access the Site or Services without our express permission.

2. Service Terms

Booking and Scheduling

- Services must be booked through the Site. We reserve the right to accept or decline any booking request at our discretion.
- You agree to provide accurate information about your pet(s), including health conditions, current immunization records, behavior, and care requirements, to ensure their safety and well-being.
- Cancellations or changes to bookings must be made at least 24 hours in advance, unless otherwise agreed. Late cancellations may incur a fee, as outlined in our cancellation policy.

Payment

- Payment for Services is due at the time of booking or as agreed upon. We accept payments through secure third-party payment processors.
- All fees are non-refundable unless otherwise specified in our cancellation policy or required by law.
- You are responsible for any additional fees incurred due to special requests, emergency services, or damages caused by your pet(s).

Pet Safety and Liability

- You are responsible for ensuring your pet(s) are healthy, vaccinated, and suitable for the Services requested. We require proof of vaccinations, Veterinary contact information, and other documentation, as needed.
- We will take reasonable care to ensure the safety and well-being of your pet(s). However, we are not liable for any injury, illness, or loss of your pet(s) unless caused by our gross negligence or willful misconduct.
- You agree to indemnify and hold us harmless for any damages, injuries, or losses caused by your pet(s) to third parties, including other animals, people, or property.

3. Intellectual Property

All content on the Site, including text, images, logos, and designs, is owned by or licensed to From the Heart Dog Services and is protected by copyright, trademark, and other intellectual property laws. You may not reproduce, distribute, or create derivative works from any content on the Site without our express written permission.

4. Disclaimers and Limitation of Liability

Disclaimers

- The Site and Services are provided on an "as-is" and "as-available" basis. We do not warrant that the Site or Services will be uninterrupted, error-free, or free of viruses or other harmful components.
- We make no warranties, express or implied, regarding the quality, accuracy, or suitability of the Services for your specific needs.

Limitation of Liability

To the fullest extent permitted by law, From the Heart Dog Services, its affiliates, and its employees, agents, or contractors shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, or use, arising out of or in connection with your use of the Site or Services. Our total liability for any claim arising from these Terms or the Services shall not exceed the amount paid by you for the Services giving rise to the claim.

5. Indemnification

You agree to indemnify, defend, and hold harmless From the Heart Dog Services, its affiliates, and its officers, directors, employees, and agents from any claims, liabilities, damages, losses, or expenses (including reasonable attorneys' fees) arising out of or related to your use of the Site or Services, your violation of these Terms, or your pet's actions.

6. Termination

We reserve the right to suspend or terminate your access to the Site or Services at our sole discretion, without notice, for any reason, including if we believe you have violated these Terms. Upon termination, your account and right to use the Services will cease immediately.

7. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of Michigan, without regard to its conflict of laws principles. Any disputes arising from these Terms or your use of the Site or Services shall be resolved through binding arbitration in Royal Oak or Troy, MI, in accordance with the rules of the American Arbitration Association. You waive any right to participate in a class action lawsuit or class-wide arbitration.

8. Changes to These Terms

We may update these Terms from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated Terms on the

Site with a revised "Last Updated" date. Your continued use of the Site or Services after such changes constitutes your acceptance of the new Terms.

9. Contact Us

If you have questions or concerns about these Terms, please contact us at:

From the Heart Dog Services

Email: bark@fromtheheartdogservices.com

Phone: (800) 452-5411

Mailing Address: 360 East Maple Road, Suite A, Troy, MI 48083

By using our Site or Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. Thank you for choosing From the Heart Dog Services for your pet care needs.