



## Terms and Conditions

These Terms and Conditions should be read in conjunction with our Privacy Policy

### Introduction

Please take a few moments to read the Terms and Conditions carefully in regard to the use of our service ("the Service") including all of our mobile applications (the "Application"). The Service is owned by Tailzer ("the Company"). By using this Service, you will be bound by these Terms and Conditions and the Company's Privacy Policy ("Privacy Policy"). If you do not agree to these Terms and Conditions and/or the Privacy Policy, you must not use this Service, or any service provided via it. Use of the Service is expressly conditional upon your assent to all the Terms and Conditions of this agreement, to the exclusion of all other terms.

We strongly recommend that you read these Terms and Conditions carefully before you start to use our Application, as these will apply to your use of our Application and constitute a legal agreement between you and us. If you are under the age of 18, make sure that your parent or legal guardian reads these terms and conditions on your behalf as their consent is necessary in order for you to use our Application. You must be aged 18 or over in order to download and operate the Service. We recommend that you print a copy of this for future reference.

When you first use the Service, you must confirm your acceptance of these Terms and Conditions.

### Your Use of our Application

These Terms and Conditions govern your use of the Service, that is our Application and all related Application and Sites.

You must not use this Service for anything that is unlawful or is prohibited by these Terms and Conditions and/or any notices elsewhere on this Service.

You further agree that in relation to this Service you will not in any way conduct yourself in a manner which is unlawful, or which gives rise to civil or criminal liability or which might call into disrepute the Company or the Service.

You will cooperate fully with the Company to investigate any suspected unlawful, fraudulent or improper activity.

You must not sell, copy, reproduce, translate, communicate, reverse engineer, publish, stream, distribute, rent, loan, sub-licence, derive source code from, modify, adapt, merge, disassemble, decompile, create derivative works based on, or otherwise transfer or deal in copies or reproductions of the Application and Sites or any part or interest in it to or with other parties in any way.

If you feel that the behaviour of another user breaches these Terms and Conditions, then please let the Company know by sending an email to [info@tailzer.com](mailto:info@tailzer.com) with details of the potential breach and/or the user responsible. The Company will take reasonable steps to deal with any breach.

### Your data

When you use our Application, we may collect personal or non-personal information from you. Please make sure you read and understand our Privacy Policy ([link](#)) which describes the data we collect and what we do with it.



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### Termination

These Terms and Conditions are effective until terminated. You may terminate these Terms and Conditions at any time and for any reason by requesting cancellation of your account. The Company may terminate these Terms and Conditions if you fail to abide by any of these Terms and Conditions or we reasonably suspect that you have failed to abide by any of these Terms and Conditions. Tailzer may take any action it deems reasonable in its sole discretion against users who do not comply with the Terms and Conditions. Following termination, you will no longer be permitted to use any of the Application, and you will be required to delete the Application from your device.

### Modifications

For as long as the Company continues to offer the Service, it shall provide and seek to update, improve and expand the Service. Therefore, we reserve the right to change our Application, the Sites, the Service or these Terms and Conditions from time to time.

The Company may need to withdraw, modify, discontinue or suspend one or more aspects of the Service where the Company has a good reason to do so (including technical difficulties). However, the Company will try, wherever possible, to give reasonable notice of the Company's intention to do so.

If we modify these Terms and Conditions, we will post the modification on the Application and Sites. By continuing to access or use our Service after we have posted a modification, you are indicating you agree to be bound by the modified Terms and Conditions.

### Online Service

Please note that the Application rely on internet connectivity and the availability of our Service for much of their functionality.

We will use our reasonable endeavours to ensure that the Application and the Service will be available for at least 3 months from the date upon which you last make a purchase in connection with any of the Application.

You are responsible for ensuring that you have an internet connection and that the device you use has sufficient system requirements and memory in order to play and store the Application.

You must not attempt to gain unauthorised access to the Service or to the computers, devices, servers, or networks connected to the Service by any means other than the user interface in our Sites and Application.

### Intellectual Property Rights and Licence

The Application comprise copyrighted works of Tailzer and/or its licensors. The Application is licensed, not sold. Your licence confers no title or ownership in the Application. The Application are solely for use by end users according to the terms of these Terms and Conditions.

Any use, reproduction or redistribution of these Application not in accordance with the terms of these Terms and Conditions is expressly prohibited.

The Service contains a variety of content including, without limitation: information, videos, photos, graphics, music, sounds, text, data, communications, illustrations, documentation, and other material and services that users can view on, access through, or contribute to the Service;



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trademarks, logos, trade names, service marks, and trade identities of Tailzer; other forms of intellectual property (all of the foregoing, collectively "Content").

### Your Use of our Service

The Tailzer application allows Pet Owners and Pet Care Providers to find, communicate with and interact with each other. We charge fees for some aspects of our Service.

Tailzer is a platform for Pet Care Service Providers and Pet Owners. Tailzer is not a Service Provider and does not provide pet care services.

We make no representations or warranties about the quality of the services provided by Pet Care Service Providers, or about your interactions and dealings with users.

Pet Care Service Providers listed on Tailzer are not under the direction or control of Tailzer, and Service Providers determine in their own discretion how to provide Pet Care Services. Tailzer does also not employ, recommend or endorse Pet Care Service Providers or Pet Owners, and, to the maximum extent permitted by applicable law, we will not be responsible or liable for the performance or conduct of Pet Care Service Providers or Pet Owners.

### Pet Care Service Provider Screening

We conduct an initial review of Pet Care Service Providers profiles and we facilitate Background Checks or Identification Verifications on Pet Care Service Providers conducted by a third party, but, except where explicitly specified in the Tailzer application (and then only to the extent specified), we do not otherwise screen Pet Care Service Providers or Pet Owners.

Please exercise caution and use your independent judgment before engaging a Pet Care Service Providers or otherwise interacting with users via the Tailzer application. Pet Owners and Pet Care Service Providers are solely responsible for making decisions that are in the best interests of themselves and their pets.

### Waiver and Release

Tailzer's liability for any claims, injuries, loss, harm and/or damages arising from and/or in any way related to your interactions or dealings with other users and the acts and/or omissions of Pet Care Service Providers and Pet Owners, whether online or offline, is expressly excluded. Your use and/or provision of pet care services is at your sole and exclusive risk. Pet Owners are solely responsible for evaluating the suitability of Pet Care Service Providers for the services they offer to provide. Tailzer has the veterinary coverage in place, which if only the claim has been decided in the favour of the pet owner will cover some of the veterinary fees. If the pet owner has won a claim, Tailzer reserves the right to keep the service amount that would have been sent to the service provider instead the money will be used to cover the veterinary fees.

### Dealing with Third Parties

All transactions conducted via the Tailzer application are between Pet Owners and Pet Care Service Providers. You agree that Tailzer has no liability for damages associated with Pet Care Services (which may include bodily injury to, or death of, a pet) or resulting from any other transactions between users of the Tailzer application.

The Company is not an agent of any third party, or any party named or linked to this service ("Third Parties") and does not have any authority to act for such Third Parties. The Company does not



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control or endorse and is not responsible or liable for any content, advertising, products or other materials available from such Third Parties.

You agree that (to the maximum extent permitted by law) the Company (and its officers, directors and employees) shall have no liability to you in relation to any dispute which you may have with, without limitation, a Third Party and/or any other users of this service.

### Booking a Service

Pet Owners and Pet Care Service Providers transact with each other on the Tailzer application when they both agree to a "booking" that specifies the fees, time period, cancellation policy, and other terms for provision of Services via the Tailzer application. A Booking may be initiated by either a Service Provider or a Pet Care Service Provider by selecting the type(s) of Services required. If you are a Pet Owner and you initiate a Booking, you agree to pay for the Pet Care Service Provider. If you are a Pet Owner and a Pet Care Service Provider initiates a Booking, you agree to pay for the Services described in the Booking. All requests are subject to acceptance by the receiving party. The receiving party is not obligated to accept your (or any) request and may, at their discretion, decline for any reason. You acknowledge that, once you complete a Booking, you agree to honour the price and other terms of that Booking, as acknowledged in the Booking confirmation.

### Abandonment and Emergencies

Pet Owners who arrange for Pet Care Services and fail to retrieve their pet after the service period identified in a Booking agree that the Pet Care Service Provider may, in its sole discretion, place the pet in foster care, transfer care to animal control or other law enforcement authorities, or find other alternate care. Pet Owner agrees to reimburse Pet Care Service Providers for all costs and expenses associated with such actions.

Should Pet Care Service Provider not be able to contact the Pet Owner or the emergency contact, Pet Care Service Provider will use its best judgment to find alternative care for the pet until the Pet Owner is able to retrieve his/her pet. If you are a Pet Owner, you authorize your pet's veterinarian(s) to release your pet's veterinary records to Pet Care Service Provider in connection with any such relocation or re-homing of your pet. In addition, you are responsible for and agree to pay all costs and expenses incurred by Pet Care Service Provider in connection with such transfer.

Pet Owners agree to give their Pet Care Service Providers contact information where they can be reached in the event medical care for a pet becomes necessary.

Pet Care Service Providers agree to immediately contact Pet Owners in the event such care becomes necessary. If you are a Pet Owner, you hereby authorize your Pet Care Service Provider and the Company to obtain and authorize the provision of veterinary care for your pet if you cannot be reached to authorize care yourself in an emergency situation. In such case, you also authorize your pet's veterinarian(s) to release your pet's veterinary records to Pet Care Service Provider and the Company. If your Pet Care Service Provider reaches you with a request to authorize medical care for your pet and you refuse, you release the Pet Care Service Provider and the Company for any injury, damage or liability arising from failure to seek such care. Pet Owners are responsible for the costs of any such medical treatment for pets and, if you are a Pet Owner, you hereby authorize Pet Care Service Provider and the Company to charge you for such costs. Only in certain cases and only in those cases the pet could be covered by the veterinary coverage in which case the company will cover



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some of the veterinary bills. These cases are pointed clearly in our veterinary coverage page <https://tailzer.com/veterinary-coverage>.

### Google and Google Map Services

Use of the Tailzer application requires use of Google Maps features and content, which are subject to the current (1) Google Maps/Google Earth Additional Terms of Service at [https://maps.google.com/help/terms\\_maps.html](https://maps.google.com/help/terms_maps.html) (including the Acceptable Use Policy at <https://cloud.google.com/maps-platform/terms/aup/>); and (2) Google Privacy Policy at <https://www.google.com/policies/privacy/> (collectively, the "Google Terms"). By using the Rover Service, you acknowledge and agree to the Google Terms as they apply to you (e.g., as an "End User"). Any unauthorised use of the Google Maps features, and content may result in your suspension or termination from the Service.

### Account, Password and Security

You will receive a password and account designation upon completing the Service's registration process. You are responsible for maintaining the confidentiality of the password and account and are fully responsible for all activities that occur under your password or account. You agree to immediately notify us of any unauthorized use of your password or account and of any other breach of security. We cannot and will not be liable for any loss or damage arising from your failure to comply with this Section.

### Fees & Payment

#### Pet Owners

Pet Owners may purchase Pet Care Services from a Pet Care Service Providers by completing a Booking as described above. If you are a Pet Owner, you enter into a transaction with the Service Provider when you accept a Booking, and you agree to pay the total fees indicated in the Booking. The total amount Pet Owners are charged for a Booking may also include a service fee payable to the Company. Where required by law, the amount charged will also be inclusive of applicable taxes. The Pet Care Service Providers, not Tailzer, is responsible for performing the Pet Care Services.

#### Pet Care Service Provider

Pet Care Service Provider may agree to provide Pet Care Services to a Pet Owner by agreeing to a Booking as described above. If you are a Pet Care Service Provider, you must confirm the Booking before it expires, or the Pet Owner will have no obligation to complete the transaction. Once the Booking is completed by both parties, you agree to honour the price set forth in your Booking. The purchase of Pet Care Services is a transaction between the Pet Owner and the Pet Care Service Provider. The Company's role is to facilitate the transaction. We will (either directly or indirectly through an authorized third party) collect payment from the Pet Owner at the time of Booking and initiate payment to the Pet Care Service Provider's account. Where required by law, the amount charged will also be inclusive of applicable taxes.

#### Service Charges

We charge service fees Of 20-30% for some aspects of the Tailzer Service. If you are a Pet Care Service Provider, our service fee is calculated as a percentage of the fees a Pet Owner agrees to pay to you in a Booking and is collected from each Booking.



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### Taxes

Except for taxes on the Company's income and gross receipts or where the Company is otherwise required to collect taxes, you acknowledge that you are solely responsible to pay any applicable taxes that arise as a result of your purchase, provision, or use of Pet Care Services via the Tailzer application. This includes, without limitation, any form of sales tax, VAT, or income tax on fees paid or received by you through the Tailzer application.

### Additional Charges

If you are a Pet Owner, you acknowledge and agree that, if you fail to retrieve your pet at the end of the service period agreed in a Booking, you will be charged for additional service time at the daily rate established in the Booking. In addition, you agree to indemnify Rover from, and agree that we may charge your credit card or other payment method for, any additional costs and expenses we or the Pet Care Service Provider incur as a result of your failure to retrieve your pet at the end of the service period agreed in a Booking.

### Chargebacks

You agree to contact the Company prior to raising a request for a chargeback or any dispute with your bank or card issuer in relation to any Transaction. If you make a card payment through the Company and later dispute a legitimate charge by raising a chargeback without merit or legitimate reason (as determined at our sole discretion), whether fraudulently or otherwise, then we reserve the right to blacklist you by providing compelling evidence to refute your invalid chargeback request and or pursue legal action as the case may be.

### Cancellations and Refunds

The Company can help you find replacement Pet Care Service Providers when Pet Care Service Providers cancel Bookings near the start date of the service period identified in the Booking.

If you are a Pet Care Service Provider, you can appoint a substitute Service Provider (if agreed by the Pet Owner and so long as the substitute has an active account on the Tailzer Account and has agreed in writing to accept a Booking). If you do not find a substitute and repeatedly cancel accepted Bookings without justification, the Company may terminate your account.

If a Pet Owner cancels a Booking prior to or during the service period specified in a Booking, we will refund fees in accordance with our cancellation policy.

### Refunds for Failure to Perform

If we determine in our reasonable discretion that a Service Provider has failed to provide Pet Care Services as agreed with the Pet Owner or is otherwise in breach of these Terms, then we may, in our reasonable discretion, cancel a Booking and/or issue a full or partial refund to a Pet Owner.

### Limitation of our liability

Nothing in these terms and conditions excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by Egypt law.



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To the fullest extent permitted by law, aside from these Terms and Conditions and our Privacy Policy, we exclude all conditions, warranties, representations or other terms which may apply to our Sites or the Services, whether express or implied.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with: Use of, or inability to use, our Sites or Application; Use of, or reliance on, any content displayed on our Sites or Application. In particular, we will not be liable for: loss of profits, sales, business or revenue; business interruption; loss of anticipated savings; loss of business opportunity, goodwill or reputation; any indirect or consequential loss or damage.

You agree not to use our Sites for any commercial or business purposes unless agreed in writing by the Company.

Although we have no reason to believe that any information contained in the Application or the Sites is inaccurate, we do not warrant the accuracy, adequacy or completeness of the information except where warranties are made non-excludable by applicable legislation.

### Viruses

We do not guarantee that our Service, Sites and Application will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform in order to access our Sites. You should use your own virus protection software.

You must not misuse our Service, Sites and Application by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our Service, the server on which our Sites and Application are stored, or any server, computer or database connected to our Sites.

You must not attack our Service via a denial-of-service attack or a distributed denial-of service attack. We will report any such breach to the relevant law enforcement authorities, and we will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our Sites will cease immediately.

### No Waiver

If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights in relation to you, or if we delay in doing so, that will not mean that we have waived our rights in relation to you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

### Severance

If any provision of these Terms and Conditions is found by a court or administrative body of competent jurisdiction to be invalid or unenforceable such invalidity shall not affect the other provisions of these Terms and Conditions which shall remain in full force and effect.



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### Indemnification

You agree to defend, indemnify and hold the Company and its affiliates harmless from all liabilities, claims, losses, costs and expenses, including legal or solicitor's fees that arise from your use of, or activities in connection with the Service, Sites and Application, or those of any child authorised by you; any violation of these Terms and Conditions by you or any child authorised by you; any allegation that any content that you or any child authorised by you make available via the Service, Sites and Application infringes or otherwise violates the copyright, trademark, trade secret, privacy or other intellectual property or other rights of any third party.

We reserve the right, at our own expense, to assume the exclusive defence and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with us in asserting any available defences.

### Consumer Rights

These Terms and Conditions shall not limit any rights you might have as a consumer that may not be excluded by law.

### Applicable law and Jurisdiction

These Terms and Conditions, their subject matter and formation, are governed by Egypt law. You and we both agree to that the courts of Egypt will have exclusive jurisdiction.

These Terms and Conditions set out the Company's entire agreement and understanding with respect to the subject matter of these Terms and Conditions and supersedes all representations, communications and prior agreements (written or oral).

Each party acknowledges that on entering into these Terms and Conditions, it does not rely, and has not relied, upon any representation (whether negligent or innocent), statement or warranty made or agreed to by any person (whether a party to these Terms and Conditions or not) except those expressly set out in these Terms and Conditions.

Unless expressly provided in the Terms and Conditions, no term of them is enforceable by any person who is not a party to it.

Any comments or queries should be directed to us using the following contact details.

Tailzer

[www.tailzer.com](http://www.tailzer.com)

info@tailzer.com