

SNOOF Terms of Service

Effective Date: Jul 17, 2026

Welcome to SNOOF ("SNOOF," "we," "our," or "us"). These Terms of Service ("Terms") govern your access to and use of the SNOOF website, mobile applications, and related services (collectively, the "Services").

By accessing or using SNOOF, you agree to be bound by these Terms. If you do not agree, do not use the Services.

1. About SNOOF

SNOOF is an online marketplace that connects pet owners ("Hosts") with individuals ("Guests") who wish to book time with companion animals.

SNOOF facilitates introductions and bookings but does not own, train, board, supervise, or control the animals listed on the platform.

2. Eligibility

To use SNOOF you must:

- Be at least 18 years old.
- Have the legal capacity to enter into a binding agreement.
- Provide accurate information.
- Comply with all applicable laws.

SNOOF may suspend or terminate accounts that fail to meet these requirements.

3. User Accounts

You agree to:

- Provide truthful and complete information.
- Keep your login credentials secure.
- Maintain accurate account information.
- Notify us immediately of unauthorized account use.

You are responsible for all activity occurring under your account.

4. Identity Verification

SNOOF may require identity verification before allowing users to book, host, or receive payouts.

Verification may include:

- Government-issued identification
- Selfie verification
- Address verification
- Background checks where permitted by law

Failure to complete verification may limit or prevent access to certain features.

Verification does not guarantee a user's identity, trustworthiness, or behavior.

5. Host Responsibilities

Hosts agree to:

- Accurately describe their pet.
- Maintain current vaccination information where applicable.
- Disclose behavioral concerns honestly.
- Maintain a safe environment.
- Arrive on time.
- Treat Guests respectfully.
- Comply with all animal welfare laws.
- Ensure the animal is healthy enough for visits.
- Immediately report safety incidents.

Hosts are solely responsible for the care, supervision, and control of their animals at all times.

6. Guest Responsibilities

Guests agree to:

- Follow Host instructions.
- Treat animals humanely.
- Respect Host property.
- Never intentionally provoke, harm, or frighten an animal.
- Follow applicable laws.
- Immediately report injuries or safety concerns.

Guests may not use SNOOF for illegal or unsafe purposes.

7. Bookings

Bookings are confirmed once payment has been successfully processed.

Hosts are responsible for honoring confirmed bookings unless cancellation is necessary for safety or emergency reasons.

Guests should arrive at the agreed location and time.

Repeated no-shows may result in account suspension.

8. Pricing

Hosts determine the pricing for their listings unless otherwise specified by SNOOF.

SNOOF may charge:

- Service fees
- Booking fees
- Payment processing fees
- Taxes where required

All applicable fees will be displayed before checkout.

9. Payments and Payouts

Payments are processed through third-party payment providers.

Host payouts will be sent according to SNOOF's payout schedule after successful completion of the booking.

SNOOF reserves the right to delay payouts to investigate fraud, disputes, chargebacks, or violations of these Terms.

10. Cancellations and Refunds

Cancellation and refund eligibility is governed by SNOOF's Cancellation & Refund Policy.

SNOOF reserves the right to issue refunds, credits, or other remedies when appropriate, including in cases involving safety concerns, fraud, or platform errors.

11. Reviews

Guests and Hosts may leave reviews after completed bookings.

Reviews must:

- Be truthful.
- Be based on actual experiences.
- Not contain harassment, hate speech, threats, discrimination, or false information.

SNOOF may remove reviews that violate these Terms.

12. Safety

Safety is a priority.

Users agree to immediately report:

- Animal bites
- Injuries
- Dangerous behavior
- Abuse
- Harassment
- Fraud
- Criminal activity

SNOOF may investigate incidents and suspend accounts while investigations are ongoing.

13. Prohibited Conduct

Users may not:

- Provide false information.
- Circumvent the platform to avoid fees.
- Harass other users.
- Abuse or neglect animals.
- Discriminate against others.
- Use bots or automated scraping tools.
- Attempt unauthorized access to SNOOF systems.
- Post fraudulent listings.
- Impersonate another person.
- Violate intellectual property rights.
- Engage in illegal activity.

Violation of these Terms may result in immediate suspension or permanent removal.

14. Platform Availability

SNOOF strives to provide reliable service but does not guarantee uninterrupted availability.

Features may change without notice.

Maintenance, outages, or technical issues may temporarily affect the Services.

15. Intellectual Property

All content on SNOOF, including logos, branding, software, text, graphics, images, and design elements, is owned by SNOOF or its licensors and is protected by applicable intellectual property laws.

Users may not copy, modify, distribute, or use SNOOF content without written permission.

16. User Content

You retain ownership of the content you upload.

By uploading photos, videos, reviews, listings, or other content, you grant SNOOF a worldwide, non-exclusive, royalty-free license to use, reproduce, display, modify, distribute, and promote such content in connection with operating and marketing the Services.

You represent that you have the necessary rights to upload your content.

17. Assumption of Risk

Interactions with animals involve inherent risks, including scratches, bites, allergic reactions, falls, and other injuries.

By using SNOOF, you voluntarily assume these risks.

Guests are responsible for determining whether they are physically able and medically suited to interact with animals.

18. Disclaimer of Warranties

The Services are provided "as is" and "as available."

To the fullest extent permitted by law, SNOOF disclaims all warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, and non-infringement.

SNOOF does not guarantee:

- The behavior of any animal.
 - The conduct of any user.
 - The accuracy of listings.
 - The quality of any booking experience.
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19. Limitation of Liability

To the maximum extent permitted by law, SNOOF, its affiliates, officers, employees, directors, and agents shall not be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages arising out of or relating to your use of the Services.

To the extent permitted by law, SNOOF's total liability for any claim shall not exceed the greater of:

- The total fees paid by you to SNOOF during the twelve (12) months preceding the event giving rise to the claim; or
- One hundred U.S. dollars (US \$100).

Some jurisdictions do not allow certain limitations of liability, so portions of this section may not apply to you.

20. Indemnification

You agree to defend, indemnify, and hold harmless SNOOF, its affiliates, officers, employees, contractors, and agents from any claims, damages, liabilities, losses, costs, or expenses (including reasonable attorneys' fees) arising from:

- Your use of the Services.
 - Your violation of these Terms.
 - Your violation of applicable law.
 - Your interactions with other users.
 - Injury or damage involving your pet or your actions.
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21. Termination

SNOOF may suspend or terminate your account at any time if you:

- Violate these Terms.
- Create safety concerns.
- Commit fraud.
- Engage in abusive conduct.
- Harm an animal or another user.

You may stop using the Services at any time.

22. Governing Law

These Terms are governed by the laws of the State of California, without regard to its conflict of law principles.

Any dispute arising under these Terms shall be resolved in the state or federal courts located in Los Angeles County, California, unless otherwise required by applicable law.

23. Changes to These Terms

We may update these Terms from time to time.

If material changes are made, we will update the Effective Date and provide notice where required by law.

Your continued use of SNOOF after updated Terms become effective constitutes acceptance of the revised Terms.

24. Contact Us

If you have questions regarding these Terms, please contact:

SNOOF

Email: **legal@snoofpets.com**

Website: **www.snoofpets.com**

Thank you for being part of the SNOOF community. Our goal is to create a trusted marketplace where people and companion animals can safely connect in meaningful ways.