

This Membership Agreement is made between Crittertown BathHouse, Inc. and the registering Responsible Member. Member Acknowledgments.

The Registering Responsible Member acknowledges and accepts as part of this Agreement:

1. During Members-Only hours, each member is required to enter their own code for entry. Absolutely no Piggy-backing. Non-members may not enter during Members-Only hours except as a guest accompanying a Member. **Members are not permitted to open the door to persons outside unless they are the Member's guest(s).**
2. For each Membership account one person, 18 years of age or older, is assigned as the Responsible Member to this agreement.
3. The Member is accountable for the actions of anyone using the Facility on the Member's behalf and with the Member's credentials, including non-member Guests.
4. Cameras are installed throughout the facility and are monitored.
5. The Member agrees that they will not share their login information with anyone outside of their household.
6. CritterTown will only provide the assigned access code directly to the registered Member via email or text using info already on file.
7. You can cancel this membership at any time, but it cannot be transferred to another person.
8. **The Member agrees to leave the areas they (and their guest) have used in a sanitary condition suitable for the next person's use.**
9. Use = Any one or combination of: bath, rinse, groom, dry, trim.
10. All pets MUST be under the control of a responsible adult AND on a short leash, in a carrier, in a crate, or in your arms when not in the tub or drying area. We understand that some pets are awesome off leash, or you choose not to restrain them. However, to use CritterTown's facility, they must be restrained as described above.

#### Membership, Terms, and Payments.

- Membership.

Your Membership entitles you to use the Facility until the Membership Expiration Date, or until your membership is terminated by either party, and is created when you execute this Agreement and pay your Fee. One membership may cover an entire household with multiple users and multiple pets; however, the Responsible Member is an individual, at least 18 years of age, and is the same as the person submitting this registration. The Responsible Member is held accountable for the actions of others using the Facility with the Member's credentials, ensuring those other users understand and adhere to the requirements and rules of the Facility. You may have more than one Membership per household if you choose.

In order to start a membership:

In person: the registering member must present a valid photo identification and complete the registration form and pay the first year of the Annual Member Access Fee. You'll receive your membership credentials within 12 hours.

The registering member must upload a valid photo identification along with the submission of the completed registration form and pay the first year of the Annual Member Access Fee. That invoice must be paid with a credit/debit card issued in the name of the registering member. Once submitted and paid you will receive your membership credentials within 12 hours. Membership Fee. (bath cost is separate)

The Annual Membership Access Fee is \$60 and entitles access to any CritterTown location for one year. This Membership fee is not a prepayment of any baths. Payment for baths is a separate cost and must be made at the time of each use.

The Initial Fee is due at the time you sign up and must be with a credit or debit card. Your payment method will then be automatically charged yearly on your Membership anniversary. You can update your card on file through the Membership Payment Confirmation email. CritterTown staff can also help update your information by contacting us directly. CritterTown BathHouse Inc does not store or have access to any subscribers credit/debit information. CritterTown uses Square Processing service for automatic payments and we can assist with updating or cancelling by contacting us. You are responsible for keeping your payment method and all contact information up to date.

- Cost to Use the Facility.

**The cost to use the Facility is \$10 per pet, per use.** Use = Any one or combination of: bath, rinse, groom, dry, trim.

This payment is to be made at the time of your visit using the check-out terminal. Available payment methods while using an unattended facility are credit/debit card or ApplePay. The Member is responsible for ensuring their own usage and their guests' usage is paid for at the time of use. **After 30 days outstanding, unless a charge is disputed or resolved, unpaid balances plus a 10% processing fee will be charged to your card on file.**

- Closings.

From time to time, the Facility may partially or fully close and be unavailable for use for reasons including, but not limited to, renovation or repair. CritterTown will make every effort to minimize disruption to members.

- Safe use of Facility and equipment.

You agree to abide by all policies, guidelines, rules, and regulations (together, the "BathHouse Rules") for the safe use of the Facility and equipment, including following any verbal or written instructions provided by CritterTown, and not endangering any other member. The BathHouse Rules are subject to change. You acknowledge and agree that there are risks to you and your pet associated with the use of the Facility and being around animals. Each pet custodian is responsible for damage or injury caused to or by the pet in their care. The design of the facility and BathHouse Rules have been established for the safety of all guests. CritterTown BathHouse Inc and its employees will not be held liable for the actions of any person or for the actions of or damage and/or injuries caused by any animal while utilizing the Facility.

You are responsible for cleaning urine and feces left by the pet in your care. Failure to properly clean will result in a \$20 clean-up fee, invoiced to your account and due upon receipt. Willful failure to properly clean may also result in termination of your Membership. **After 30 days outstanding, unless a charge is disputed or resolved, unpaid balances plus a 10% processing fee will be charged to your card on file.**

- Access Code.

CritterTown will provide the Responsible Member, and only the Responsible Member, a six digit access code which will remain active for the duration of the paid membership term and for all renewals. The code is sent to the email provided at registration (and via text at the member's request) after payment and after agreeing to this contract. In the event of a lost or forgotten access code, at the Member's request, the code may be resent to the email or mobile phone number we have on file.

The code will become deactivated upon termination by either party or by non-payment of the membership renewal fee.

- Cancellation

You can cancel this Membership at any time.

You may cancel through the 'Manage this subscription' link in the confirmation email you get after signing up. Cancellation will take effect at the end of your paid term. You can still use the facility as a member until that date.

If you wish to cancel before your term ends you can contact us sending an email to [crittertownrva@aol.com](mailto:crittertownrva@aol.com) or text to 804-709-5965 from the email or phone number you used to register. When you contact us directly to cancel you may receive a prorated refund of unused member fees less any balance due you may have.

CritterTown reserves the right to cancel this Agreement and terminate your Membership or other privileges granted by this Agreement in the event of a Member Default. A Member Default includes (i) your failure to comply with any of the BathHouse Rules and Procedures, verbalized or written; (ii) intentional or negligent misrepresentation of information contained in this Agreement, or; (iii) failure to make timely payment of your obligations under this Agreement. A terminated Member shall remain fully liable to the BathHouse for all Fees and any other expenses payable to the BathHouse.

At its discretion, CritterTown reserves the right to deny a submission or renewal of any membership.

Membership is non-transferrable.

- Privacy. CritterTown will not share any contact or personal information about the Member with other members, non-members or any third parties. Your photo Id upload and/or details are stored only within the secure Wix Forms platform. Your contact information is stored only within the Wix Forms platform, the Square Point of Sale platform, and the Alarm Lock platform. Your credit/debit account information is only stored within the Square Point of Sale platform.