

CLUB PAWS TERMS AND CONDITIONS

Membership Enrollment

To participate in the Club Paws Program a client must become a Member of Club Paws. Membership is absolutely free and no initial purchase is required. Simply fill out a Club Paws Program Enrollment Form accurately, completely and legibly. Club Paws membership applications may be completed online or faxed to us. Upon approval by Petopia management, the Member will receive his/her own Club Paws membership card.

Only one Club Paws Card membership is available per client.

The Club Paws Card is not a credit card. The Club Paws Card is the property of Petopia and it may be revoked at any time by Petopia in its sole discretion.

Each Club Paws Member will be issued a Club Paws Card that has a unique number ascribed to it and registered in the Member's name.

Club Paws Members should advise Petopia immediately of any changes of personal information including name, address, telephone numbers and e-mail by contacting Petopia by fax, phone or email.

Petopia reserves the right to refuse issuance of a Club Paws Card to anyone in its sole discretion

Club Paws Membership is only available to individuals. Club Paws will not be available to corporations, businesses, charities, partnerships, enterprises or anyone other than an individual unless written approval is received in advance from Petopia, in its sole discretion.

Collection of Paws Points

Club Paws membership number must be presented when making payment for Petopia services in order to earn points. If you do not provide your membership number at this time, you may retain your Petopia invoice to collect points within 30 days from the invoice date. Any unauthorized reproduction of the Club Paws Card may lead to legal prosecution and forfeiture of all Paws Points and membership in the Program.

Club Paws members are awarded one (1) Paw Point for every dollar spent on Petopia services. Members do NOT earn points when the Club Paws card is presented in conjunction with a FREE dog walk coupon.

All Club Paws Points are shown on a Member's quarterly Club Paws summary, which can be obtained through email, fax, or mail. Club Paws Members may also inquire about their Paws Points balance by contacting Petopia through phone, email or fax.

Club Paws Points are not transferable from one Club Paws Member to another, except for points transferred from a lost, stolen or mutilated card to a new card issued to the same member.



All Club Paws Points totals, as shown on the quarterly summary, will be deemed correct unless otherwise substantiated by the Member by bringing forward evidence satisfactory to Petopia in its sole discretion. Discrepancies must be addressed with Petopia within 3 months of the date on which the discrepancy occurred.

Club Paws Points are reduced to zero upon closure of a Club Paws Membership.

Upon the death of a Club Paws Member, the Member's account will be closed and any Club Paws Points in the account will be forfeited. Club Paws Points are not divisible in the case of divorce.

Should any Club Paws Member not acquire Club Paws Points for 12 consecutive calendar months, the membership will be deemed to be inactive and all accumulated Club Paws Points will be forfeited. At that time the Club Paws Card Points balance may be reduced to zero at Petopia's discretion.

Redemption of Paws Points

Club Paws members earn FREE rewards from the accumulation of Paw Points. All rewards are valid only through the expiration date printed on the Club Paws Point Receipt received at time of Paws Point redemption. Refer to the Rewards Schedule on Petopia.ca for more information on Paws rewards.

Number of Paws Points Required	Eligible product or service
300	1 hour Group walk
300	1/2 hour Private walk
280	1/2 hour Puppy visit
280	1/2 hour Cat visit
680	1 day Vacation visit
400	\$20 Petopia gift certificate
140	Small Kong
190	Medium Kong
230	Large Kong
260	Cool Kong
135	Mini Goodie Ship
300	Goodie Bone
170	Natural Balance medium roll
240	Natural Balance large roll
80	Benny Bully 40g
600	Gentle Leader (all sizes)

* Please check www.petopia.ca for changes and updates to the Club Paws Rewards schedule.



A Member's Club Paws Points balance will be reduced by the number of Paws Points required to obtain the desired reward product or service. Unredeemed Club Paws Points will remain in the Member's Club Paws Points account and can be applied to a subsequent transaction.

Club Paws Points can only be redeemed if the required point redemption level is acquired prior to the redemption transaction.

Club Paws rewards are subject to verification by Petopia management. Offers are void if rewards are illegible, altered or mutilated. The judgment of Petopia management is final.

Club Paws Points may not be collected or redeemed by any person other than the Club Paws Member. Club Paws Members may be required to provide proof of identity when redeeming Club Paws Points to protect the integrity of the Member's Points balance.

In case of a lost Club Paws Card, upon presentation of proper identification a new Membership card with the same Membership number will be provided to the Member. The accumulated unredeemed Club Paws Points balance shall remain intact.

From time to time Petopia may advertise exclusive offers to Club Paws Members with respect to which they may redeem Club Paws Points for items other than the products and services in the Club Paws Rewards Schedule.

Club Paws Points have no cash value and are not exchangeable for cash. Club Paws Points cannot be sold or purchased. Club Paws Points are void if sold for cash or any other consideration. Paws points are not gift certificates and may only be used for rewards as specified under the Club Paws Reward Schedule.

Privacy of Information

Petopia shall maintain the privacy, security and integrity of all personal information collected from Club Paws Members, such as, but not restricted to: name, address, telephone numbers, date of birth and purchasing information. This information will be used to credit the correct membership number account, to communicate with the Club Paws Member, to better understand the Club Paws Member's service needs and to offer the Club Paws Member relevant information, products, services and rewards to meet those needs.

On occasion Petopia may collect additional personal information from Club Paws Members on a voluntary basis through questionnaires or other methods. The Club Paws membership status of any Member who does not wish to participate will not be affected.

Petopia will not give, rent or sell its Club Paws Member lists to any organization or individual. Advertisers and other companies do not have access to personal information and we do not share your personal information with advertisers or other companies that want to contact members.

Club Paws Member information is stored in Petopia's confidential databases located in Toronto, Ontario. Access to this information will be restricted only to Petopia's management.



On occasion Petopia may communicate special offers, information and services to Club Paws Members. Any Member who does not wish to receive these offers may indicate so on his/her enrollment form in the designated area. Alternatively, he/she may advise Petopia of this.

General Information

Petopia may restrict, suspend or otherwise alter any aspect of the Club Paws Program, without notice. Any material changes to these Terms and Conditions will be posted online at Petopia.ca and a copy of the Terms and Conditions will be made available upon request.

The Club Paws Member's signature on the Club Paws Application Form and/or first time usage of a Club Paws Card constitutes agreement by the Club Paws Member to all the Terms and Conditions of the Club Paws Program.

Any abuse by a Member of the Club Paws Program's privileges, any failure by a Member to follow the Program's rules, regulations, Terms and Conditions, or any misrepresentation by a Member may, at Petopia's sole discretion, subject the Member to expulsion from the Program, including forfeiture of all accumulated Club Paws Points.

Upon suspension or termination of the Program for any reason whatsoever, Petopia will have no liability therefore to any Member and is automatically released from all claims by Club Paws Members in respect of such suspension, termination, forfeiture of Paws Points, redemption of Paws Points or otherwise in respect of such suspension or termination.

Every effort has been made to ensure that the information herein is correct. Petopia is not responsible for any errors or omissions.

By redeeming Club Paws Points for rewards the Club Paws Member releases Petopia from any and all liability and claims regarding the redemption and use of the reward and any loss or damage caused by goods and services supplied as a reward.

I certify that I have read and understand the rules and regulations set forth on the preceding pages and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions, and statements of this agreement.

Name (please print): _____

Signature: _____ **Date:** _____

