



## Ruh-Roh Retreat Policies

Last Updated: January 6, 2025

These Policies supplement and form a part of the Ruh-Roh Retreat Terms of Service (the “**Terms**”). The Policies provide additional information about how the Ruh-Roh Retreat platform operates, including pricing, payments, cancellations, rescheduling, extended care, and other marketplace rules.

By accessing or using the platform, you agree to be bound by the Terms and these Policies, as each may be updated from time to time. If there is any conflict between the Terms and these Policies, the Terms will control unless expressly stated otherwise. Capitalized terms used but not defined in these Policies have the meanings given to them in the Terms.

### Extended Care / Late Pickup Policy

This Extended Care and Late Pickup Policy explains how additional care time, late pickups, early drop-offs, and unplanned extensions are handled on the Ruh-Roh Retreat Platform.

Extended care rates are based on each sitter’s own extended care and late pickup policy, including availability, timelines, and any applicable fees. If extended care is available, the sitter’s selected terms and applicable fees are calculated automatically based on the selected pickup time, disclosed upfront, and agreed to at booking.

Ruh-Roh Retreat facilitates scheduling and payments but does not control the rates or availability of extended care for individual sitters.

During booking, pet parents must select both drop-off and pickup times, confirmed at checkout (the Scheduled Care Period). Pet parents are responsible for retrieving their pet by the end of the Scheduled Care Period. Any care provided outside the Scheduled Care Period, including late pickups or early drop-offs, constitutes extended care.

Extended care is a continuation of services, not a cancellation or modification of the original booking.

- If extended care is required, a minimum extended care charge may apply. Extended care is billed in predefined increments (for example, hourly or daily), and partial increments may be billed as full increments.
- Extended care charges may increase after defined thresholds (for example, after multiple hours or overnight) to reflect the increased burden and reduced availability caused by late pickup.
- Applicable extended care rates and billing increments are displayed on the sitter’s profile or during booking.
- If a pet is not retrieved by the end of the Scheduled Care Period:
- Extended care charges may be applied automatically without prior approval
- Charges may accrue until the pet is retrieved or alternative arrangements are made
- The Platform may process additional charges using the payment method on file
- Late pickup does not entitle the pet parent to a refund and does not modify the original booking terms.

If extended care exceeds a defined threshold, the booking may automatically convert to an overnight or daily care rate, as determined by the sitter’s disclosed pricing.

Sitters may limit the duration of extended care. If a pet is not retrieved within a reasonable period, local authorities, emergency contacts, or animal welfare organizations may be contacted where required by law or necessary to protect the pet.

By accepting a booking, you agree to retrieve your pet(s) at the agreed-upon time and location. You are responsible for any additional fees resulting from late pickup, early drop-off, or extended care, as disclosed at the time of booking and in accordance with the sitter’s pricing and extended care policies.

Ruh-Roh Retreat reserves the right to:

- Review, adjust, or override extended care charges

- Resolve disputes related to late pickup or extended care
- Modify extended care pricing structures and policies with notice

**Extended care or late pickup fees may be assessed automatically and charged to the payment method on file, including in situations where extended care was not pre-approved. By accepting a booking, Owners authorize Ruh-Roh Retreat to charge any applicable extended care or late pickup fees in accordance with the Extended Care and Late Pickup Policy.**

## Cancellation Policy

Each Sitter on the Ruh-Roh Retreat Platform selects a full-refund window from Platform-defined options. The selected cancellation policy is displayed on the Sitter’s profile and is accepted by the Owner upon confirming a Sitting.

Cancellations are subject to the following refund structure:

- 100% refund if the booking is canceled on or before the end of the sitter-selected full-refund window (either 1, 3, or 7 days before the sitting)
- 50% refund if the booking is canceled after the full-refund window but no later than 11:59 p.m. local time on the calendar day immediately preceding the booking start date
- No refund for cancellations made on the booking start date

Same-day cancellations are not eligible for a refund due to the time-sensitive nature of pet care services, unless the sitter expressly agrees otherwise.

Optional add-on services purchased in connection with a booking will be refunded in full if the booking is canceled, regardless of the timing of the cancellation, unless the add-on has already been provided.

Ruh-Roh Retreat reserves the right to review, adjust, or override cancellation outcomes where reasonably necessary to address disputes, safety concerns, suspected fraud, technical errors, or other exceptional circumstances, or to comply with applicable law or Payment Processor requirements.

## Service Fees Policy

This Service Fees Policy explains how service fees are calculated and applied to bookings made through the Ruh-Roh Retreat Platform.

Ruh-Roh Retreat charges a service fee on each booking to support the operation, maintenance, and improvement of the Platform. The service fee includes amounts attributable to third-party payment processing costs and other Platform-related expenses.

Service fees are calculated on a per-booking basis and are assessed at the time a booking is confirmed.

Service fees scale with the size of the individual booking. A single service fee percentage applies to the entire booking subtotal based on the applicable tier. Service fees are not blended across tiers.

<b>Booking Subtotal</b>	<b>Service Fee</b>
Up to \$400	11%
\$400.01 to \$800	9%
\$800.01 and Above	7% (max \$125)

The booking subtotal includes the base booking amount and any applicable add-ons selected at the time of booking.

The service fee supports the operation and maintenance of the Ruh-Roh Retreat Platform, including facilitating bookings, payments, and marketplace functionality. The service fee does not represent payment for pet care services, which are provided directly by independent sitters.

All applicable service fees are clearly displayed before booking confirmation. By confirming a booking, pet parents authorize Ruh-Roh Retreat to charge the applicable service fee to the payment method on file.

Service fees, including amounts attributable to payment processing costs, are non-refundable, except where required by law or expressly determined by Ruh-Roh Retreat, in its discretion. Refunds of booking amounts, if any, are governed by the applicable cancellation policy.

If a payment fails, is reversed, or is subject to a chargeback, Ruh-Roh Retreat may recover applicable service fees and associated costs to the extent permitted by law and payment processor rules.

Ruh-Roh Retreat may modify service fee rates or calculation methods from time to time. Any changes will apply prospectively to future bookings and will be disclosed before booking confirmation.

All payments processed through the Ruh-Roh Retreat Platform are subject to authorization by the applicable payment processor. Ruh-Roh Retreat reserves the right to cancel, void, suspend, reverse, or withhold any payment authorization or transaction processed through the Platform where reasonably necessary to address suspected fraud, unauthorized activity, violations of Platform policies or applicable law, payment processor requirements, technical errors, or other risk-related concerns. Ruh-Roh Retreat may take the actions described above without prior notice where required to protect users, the Platform, or third parties, or to comply with legal or payment processor obligations.

Ruh-Roh Retreat does not guarantee that any payment will be completed or settled, and booking completion is subject to successful payment authorization and settlement.

## **Discount Policy**

Sitters may, at their discretion, offer discounts for qualifying bookings, such as extended stays, repeat bookings, or multiple-pet households. Discounts are not guaranteed, and Ruh-Roh Retreat does not require sitters to offer discounted pricing. Any discount offered is determined solely by the individual sitter, subject to Platform rules and availability.

To ensure consistent and fair pricing across the Platform, only one discount may be applied per booking, and discounts do not stack. If a booking qualifies for more than one potential discount, the Platform will apply only the largest discount, and multiple discounts cannot be combined under any circumstances.

All pricing, including any applied discounts, is confirmed prior to booking and is reflected on the final invoice. Once a booking is confirmed, discounts may not be retroactively applied unless expressly approved by the sitter and Ruh-Roh Retreat.

Discounts apply only to the booking amount and do not affect the calculation or refundability of service fees. Any refunds resulting from cancellations are calculated based on the discounted booking amount according to the applicable cancellation policy. Discounts do not alter extended care charges, late pickup fees, or other additional charges.

Ruh-Roh Retreat reserves the right to limit, remove, adjust, or reverse discounts where necessary to address disputes, technical errors, fraud, policy violations, misuse of the Platform, or other exceptional circumstances. This Discount Policy may be updated from time to time, and any changes will apply prospectively and be disclosed prior to booking confirmation.

## **Refund Policy**

Unless stated otherwise in our Terms, cancellation policy, or our other policies, all Sitting Fees and associated Services Fees are final and non-refundable. If a refund of Sitting Fees is provided under these circumstances, the Sitting Fee will be refunded to the same payment method used at the time of purchase. Associated Service Fees may be refunded on a case-by-case basis only. All refunds will be provided solely to the original payment method, and we are not responsible for issuing refunds to an alternative payment source.

If we process a refund in error, we reserve the right to recharge the original payment method, limited to the amount issued in error. We reserve the right to cancel any Sitting purchased through the Platform, without notice, if: (i) the amount paid for a Sitting is incorrect; (ii) the Sitter is no longer available on the Platform; or (iii) any other error has occurred, whether due to human error or transactional malfunction on the Platform. If Ruh-Roh Retreat exercises this right to cancel a Sitting, you will receive a refund of the full amount paid, including the Sitting Fee and any associated Service Fees.

Refunds provided under this section are the sole and exclusive remedy available to Owners in connection with canceled Sittings, rescheduling issues, or transactional errors.