

TERMS & CONDITIONS

Mochi Mob LLC

Effective Date: June 13, 2026

1. Agreement to Terms

By booking services with Mochi Mob LLC ("Mochi Mob," "we," "us," or "our"), you ("Client") agree to be bound by these Terms and Conditions. If you do not agree, you may not use our services. These Terms constitute a legally binding agreement between you and Mochi Mob LLC, a sole proprietorship operating in Portland, Oregon.

2. Services

Mochi Mob LLC provides professional group dog walking services in the SW and NW Portland area. Services are subject to availability and may be modified at our discretion.

2.1 Group Walks

All walks are conducted in groups. Group size, route, and duration may vary based on the number of dogs, weather conditions, and other factors. Mochi Mob reserves the right to determine appropriate group composition at its sole discretion.

2.2 Service Area

Services are currently limited to the SW and NW Portland area. We reserve the right to decline service requests outside our operational zone.

3. Booking and Payment

3.1 Booking

All services must be booked in advance. Bookings are confirmed only upon receipt of complete client intake information, vaccination records, and payment authorization.

3.2 Fees

Service fees are communicated at the time of booking. All fees are in U.S. dollars. Mochi Mob reserves the right to update pricing with reasonable advance notice to active clients.

3.3 Payment Authorization

By providing a payment method, you authorize Mochi Mob LLC to store your payment information securely via our payment processor (Stripe) and to charge your payment method automatically upon completion of each scheduled service. You will receive a receipt via email following each transaction.

3.4 Cancellation Policy

Cancellations made at least 24 hours before a scheduled walk will not be charged. Cancellations made with less than 24 hours' notice may be charged the full service fee. Repeated last-minute cancellations may result in termination of services at our discretion.

3.5 Refunds

Refunds are issued at the sole discretion of Mochi Mob LLC. If you have a concern about a charge, please contact us within 7 days of the transaction.

4. Pet Requirements and Client Responsibilities

4.1 Vaccination Requirements

All dogs must be current on vaccinations before participating in any Mochi Mob group walk. Required vaccinations include, at minimum:

- Rabies
- Distemper/Parvo (DHPP)
- Bordetella (kennel cough)

Proof of vaccination — in the form of a licensed veterinarian's certificate or official vet records — must be provided before the first walk and renewed annually. Mochi Mob reserves the right to request updated records at any time. Dogs without current, verified vaccination records will not be accepted into our program.

4.2 Health and Temperament

Client warrants that their dog(s) are in good health, free from contagious illness, and have no known history of aggression toward humans or other animals. Dogs showing signs of illness on the day of a walk will not be accepted for service, and no refund will be issued for same-day illness cancellations.

4.3 Leash and Equipment

All dogs must be walk-ready with a properly fitted collar or harness and an identification tag bearing the client's contact information. Mochi Mob may supply leashes but is not responsible for equipment failure or loss.

4.4 Emergency Authorization

In the event of a veterinary emergency, Mochi Mob is authorized to seek emergency veterinary care on behalf of the client. Client agrees to be responsible for all costs associated with emergency veterinary treatment. Mochi Mob will make every effort to contact the client immediately.

5. Liability Waiver and Assumption of Risk

5.1 Assumption of Risk

Client acknowledges that dog walking, particularly in group settings, involves inherent risks, including but not limited to: dog bites, injuries from other animals, traffic-related incidents, adverse weather conditions, and unexpected environmental hazards. Client voluntarily assumes all such risks.

5.2 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MOCHI MOB LLC AND ITS OWNERS, EMPLOYEES, AND CONTRACTORS SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO THE SERVICES PROVIDED, INCLUDING BUT NOT LIMITED TO INJURY TO OR DEATH OF ANY ANIMAL, PERSONAL INJURY, PROPERTY DAMAGE, OR LOSS. THIS LIMITATION APPLIES REGARDLESS OF THE THEORY OF LIABILITY, WHETHER IN CONTRACT, TORT, NEGLIGENCE, OR OTHERWISE.

5.3 Indemnification

Client agrees to indemnify, defend, and hold harmless Mochi Mob LLC, its owners, employees, and contractors from and against any and all claims, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) Client's dog(s) causing injury or damage to another person, animal, or property; (b) Client's breach of these Terms; or (c) any misrepresentation made by Client regarding their dog's health, temperament, or vaccination status.

5.4 No Guarantee

Mochi Mob does not guarantee any particular outcome or behavior from services provided. Dogs are unpredictable, and Client acknowledges this inherent unpredictability.

6. Termination of Services

Mochi Mob reserves the right to terminate services at any time, with or without cause, including if a dog poses a risk to other animals, walkers, or the public, or if the client violates these Terms. In the event of termination, Client will be charged only for services already rendered.

7. Photographs and Media

Mochi Mob may photograph or video dogs during walks for use on our website and social media. By booking services, you grant Mochi Mob a non-exclusive, royalty-free license to use such images for promotional purposes. If you do not consent to this, please notify us in writing prior to your first walk.

8. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of Oregon, without regard to conflict of law principles. Any dispute arising out of or related to these Terms shall first be addressed through good-faith negotiation. If unresolved, disputes shall be submitted to binding arbitration in Multnomah County, Oregon, under the rules of the American Arbitration Association.

9. Modifications

Mochi Mob reserves the right to update these Terms at any time. Updated Terms will be posted on our website and, where material, communicated to active clients via email. Continued use of our services following notice of changes constitutes acceptance of the updated Terms.

10. Contact

For questions regarding these Terms, please contact:

Mochi Mob LLC

Portland, Oregon

Email: mochimobpdx@gmail.com

Website: www.mochimobpdx.com