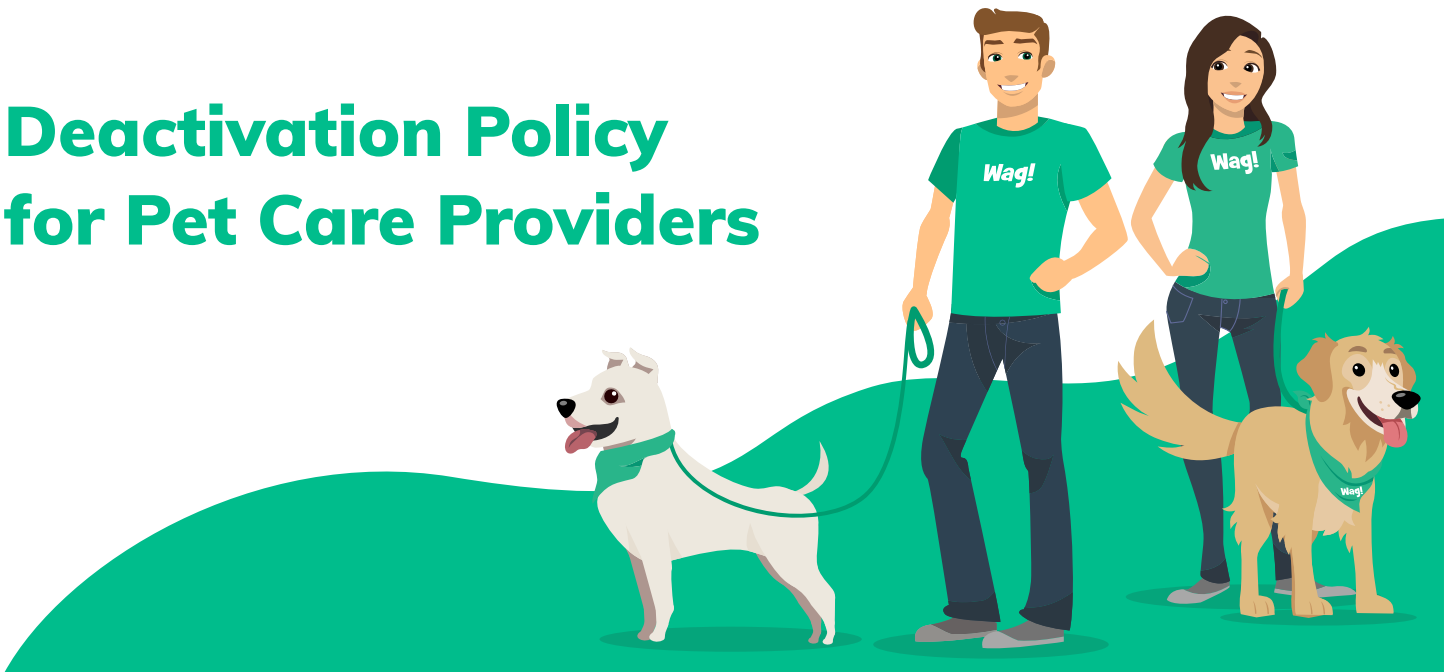


# Deactivation Policy for Pet Care Providers



Wag! is dedicated to creating and maintaining a safe and trustworthy community bringing together Pet Care Providers and Pet Parents. To help ensure a safe platform, we rely on each community member to abide by the guidelines contained in our Community Guidelines and for Pet Care Providers to follow the standards set forth in this Deactivation Policy (the “Policy”).

Creating a safe and reliable community means that Pet Care Providers perform the agreed upon services in a professional manner as they have been requested by Pet Parents, which include, but are not limited to, walking, boarding, sitting, daycare or grooming (the “Pet Care Opportunities”). The factors described below that may cause a Pet Care Provider to be suspended or deactivated from the Wag! Platform can also be found in Section 13(b) of the Pet Care Provider Platform Use Agreement (the “Agreement”). This Policy explains the actions and circumstances that can lead to deactivation.

## Star Rating

After each Pet Care Opportunity has been completed, Pet Parents are encouraged to rate their Pet Care Provider by choosing a number of stars to indicate level of satisfaction with the service provided. Timely feedback from Pet Parents helps to keep Pet Care Providers accountable, reliable and consistent in the delivery of their Pet Care Opportunities. This helps Wag! maintain a safe, respectful and transparent environment for all community members.

If you are a Pet Care Provider, you can see your star rating in the “My Profile” section of the Wag! application. Pet Care Providers’ star rating is based on the total number of Pet Care Opportunities performed that have received ratings by a Pet Parent. You’ll need to complete at least ten (10) Pet Care Opportunities that are rated in order to obtain enough data for a valid star rating. Pet Care Providers with average star ratings below 4.75 may be subject to deactivation<sup>1</sup>.

Prior to ten (10) Pet Care Opportunities, you’ll still be able to see your star rating (which is based on the average number of rated Pet Care Opportunities to date), but you won’t be subject to deactivation until at least ten (10) Pet Care Opportunities with ratings have been completed.

## Cover

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It is important that Pet Care Providers, Pet Parents and their pups all have a positive experience on the platform and while engaged in a Pet Care Opportunity. Wag! acknowledges that life happens and sometimes Pet Care Providers cannot fulfill a Pet Care Opportunity commitment. This is where covers come in. In the event of a last minute emergency, a Pet Care Provider can place a request for another Pet Care Provider to fill the scheduled Pet Care Opportunity originally committed to by them (a “cover”). Cover abuse and/or excessive cover requests have a negative impact on both the customer experience of Pet Parents and schedules of Pet Care Providers who may have missed out on the original Pet Care Opportunity or may have to juggle other commitments to handle a cover. All of this impacts the quality of the services provided to pups and Pet Parents and the overall reliability of the community. In addition to excessive cover requests, the Wag! community is impacted by excessive late cover requests. Cover requests submitted too close to a scheduled Pet Care Opportunity start time impact the Pet Parent experience as the short notice often makes it difficult to find a replacement and more likely that a Pet Parent may be left without a Pet Care Provider. We ask our community to remember that cover requests are intended to be placed in emergency situations only and should not be overused or abused. Excessive use of cover requests may result in removal from the platform. While the determination of an excessive cover rate can vary by market and other factors, your rate should never exceed 50%.

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<sup>1</sup>Most Pet Care Opportunities are rated at 5 stars.

## **Missed Services**

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Similar to covers, missed services have a negative effect on the community and directly impact the quality of the service. Missed services can result in Pet Parents struggling to find a walker as there may not be enough time to find a cover, leaving the pup without care. Pet Parents and pups rely on Pet Care Providers who have committed to a particular time and date - keep in mind that Pet Parents often book Pet Care Opportunities with Wag! because they need help taking care of their pup during a specified time. Missing walks or other Pet Care Opportunities disrupts schedules and can lead to Pet Parents scrambling to find someone to take care of their pup. In order to continually provide a reliable and positive experience for the community, Pet Care Providers with missed service rates exceeding 5% may be subject to deactivation. The missed service rate is determined after a Pet Care Provider has booked and completed (or missed) at least ten (10) Pet Care Opportunities. Wag! will alert you if your missed service rate is approaching the maximum or if you are consistently canceling or not showing up more often than other Pet Care Providers in your market.

## **Licenses**

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In order to perform pet care services, certain states, counties and other localities require that Pet Care Providers obtain and maintain certain relevant licenses, permits, authorities, insurance, registrations and/or other prerequisites (the "Licenses"). It is the sole responsibility of Pet Care Providers to (i) have knowledge and understanding of which Licenses are required, (ii) obtain and pay for the Licenses and (iii) stay aware of expiration dates. Wag! is not responsible for obtaining, maintaining records or paying any fees associated with Licenses. Pet Care Providers must not be in violation of the law or the Agreement in order to request Pet Care Opportunities. Violations may be subject to law enforcement and may also result in deactivation.

## **Safety Incidents**

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Wag! puts the wellbeing of all members of its community at the top of its priority list. This means that Wag! takes safety very seriously and under no circumstances tolerates community members engaging in unsafe behavior in any manner. This includes, but is not limited to, aggressive, confrontational, and harassing behavior, unwanted contact, language or gestures that could be dis-

respectful, threatening, or inappropriate, risky behaviors that could endanger a person or pet. This also applies to conduct directed at Pet Parents, pets, other Pet Care Providers, Wag! employees or contractors and/or third parties.

## **Actions that Could Result in Wag Violating the Law**

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Any action or misrepresentation by a Pet Care Provider that may cause Wag! to violate any local, state or federal laws may result in suspension or deactivation. An example of this would be a Pet Care Provider misrepresenting he/she was legally authorized to work in the U.S.

## **Illegal Activity**

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Wag! has never and will never condone the illegal activity of anyone in the Wag! community, including Pet Care Providers and Pet Parents. Because of this Wag! has a zero tolerance policy for Pet Care Providers when it comes to illegal activities, including, but not limited to, fraud, theft, significant misrepresentation, violence and destruction of property. Any documented illegal activity will result in immediate deactivation and potentially other actions from law enforcement or Wag!.

## **Drugs & Alcohol**

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Drugs of any kind and alcohol are strictly prohibited while a Pet Care Provider is engaging in any Pet Care Opportunity. This means any drug and/or alcohol use during a Pet Care Opportunity can result in immediate deactivation.

## **Suspension**

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If Wag! learns of any violations of this Policy or the Agreement, Wag! may contact the Pet Care Provider and/or other relevant parties (including Pet Parents) in order to investigate. Depending on the nature of the alleged violation, Wag! may suspend Pet Care Provider's account during the investigation.

For any questions about this Policy please refer to your Pet Care Provider Platform Use Agreement or contact our support team through our Help Center.