

With-Pet Room and Pet Room Terms of Use (Sunflower Sapporo/Furano)

1. These are the Terms of Use for with-pet rooms and pet rooms in Sunflower Sapporo/Furano.
2. The numbers of with-pet rooms, pet rooms, and cages are limited. Please check the availability of the rooms and cages you would like to use.
3. Passengers who wish to board dogs are required to present their rabies vaccination certificates at the time of boarding.
* Passengers who do not have rabies vaccination certificates are not allowed to board their pets.
4. Boarding is not available for the following dogs:
 - Dogs that have not received vaccinations (rabies) within the past yearPuppies younger than six months of age and dogs that bark too much, cause trouble to other passengers or pets, or make other passengers or pets feel frightened (such as fighting dogs)
 - Dogs and other animals that are in heat or pregnant and dogs and other animals that have contracted an infectious disease or have diarrhea or are otherwise in poor physical condition
 - Raptorial birds, fierce animals, reptiles, venomous insects, or the likeDogs, cats and other animals other than pets recognised by our company, domestic animals (Goats, sheep, pigs, etc.) and any other animals for which our company may, in relation to safety,
Animals considered by our company to be unsuitable from the point of view of hygiene or maintenance of order on board
5. Each with-pet room is available for a limited number of pets. The maximum number of pets allowed in each cabin is as follows:
For cabins with a capacity of 4 people: 5 small, 3 medium, or 2 large dogs; for cabins with a capacity of 2 or 3 people: 3 small, 2 medium, or 1 large dog(s).
6. The maximum number of pets allowed for boarding is as follows (i),(ii):
 - (i) A pet whose entire body can fit (with the cover closed) in a covered pet cart or cage 65 cm or less in width, prepared by the passenger; and
 - (ii) A pet whose entire body can fit (with the cover closed) in the pet cart or cage that we have prepared.
7. To prevent accidents, please make sure to put your pets in pet carts or cages that can contain the entire bodies of your pets and to close the covers when embarking, disembarking, and moving your pets to the dog run.
The use of bags, slings, or the like whose covers do not close is not allowed for safety reasons. Please be considerate of passengers who feel uncomfortable with animals.
8. Passengers are required to move their own pets during embarking, disembarking, and moving to the dog run. Except in cases where our company determines that assistance is necessary, our company employees will not transport or otherwise support the movement of pets or their accompanying baggage.
9. Walking on an outside deck with pets is prohibited for safety reasons. Passengers with pets in carts are not allowed to walk around the ship or use restaurants or other onboard public facilities except at the time of embarking, disembarking, or using the dog run.
10. We are not liable for any accidents or troubles arising from pets such as injuries, death, theft, bites, or harm to other passengers. Please settle issues through negotiations between the relevant parties.
11. Passengers who do not follow the instructions of the captain and our staff, or who have made false declarations, may not be permitted to board.
12. Passengers are not allowed to bring their pets to cabins other than the with-pet rooms under any circumstances.
13. Passengers are responsible for taking care of every requirement for their pets, including excretion and meals.
14. Please note that, although we clean the cabins and pet rooms with great caution, it may not be possible to completely remove the hair and

odors of previously boarded animals because of their characteristics

15. Using a shower room for pets or brushing them in a cabin is not permitted.
16. Placing pets on beds or sofas in the cabin is not allowed. Passengers are required to prepare their pet beds (such as beds and mats).
17. When left unattended in the cabin, dogs must be leashed and secured to a lead hook, and other small animals must be placed in a cage.
Passengers with damaged or defaced facilities, equipment, sheets, pillows, blankets, or other items in the cabin will be charged a replacement fee (* 5,000 yen per sheet, pillow, or blanket).
18. Before disembarking, please make sure to clean your pet cages and cabins. Thank you for your cooperation.
19. To avoid overcrowding, passengers who have boarded on foot with their pets are kindly requested to disembark last.
20. In the event an accident or trouble (such as injury, death, or theft of other pets, noise, or injury to other passengers or staff) arises, damage to or defacement of other passengers' property, facilities, equipment, or the like onboard or outboard, or in the port, resulting from a passenger's pet, the owner of the pet will be liable and bear any and all damages incurred by other passengers or our staff as well as the restoration costs for the damaged or defaced facilities, equipment, or the like to their original state.
21. In emergencies, saving human lives is the top priority. Please follow our staff's instructions regarding pet handling during emergencies.

Passengers who have violated the above Terms of Use or our Conditions of Carriage will not be allowed to board regardless of their records of use, with or without reservations or boarding procedures.