

Terms and Conditions

Last updated: October 2025

Welcome to PetGo. Please read these Terms & Conditions (“**Terms**”) carefully before using our mobile application or website (collectively, the “**Service**”).

By accessing or using the Service, you agree to be bound by these Terms. If you do not agree, you must not use the Service.

1. Introduction

PetGo is an innovative digital platform designed to empower pet owners with convenient, reliable, and comprehensive care — all in one place.

Through our mobile application and website, PetGo provides seamless access to a wide range of services, including but not limited to pet-friendly destinations, veterinary resources, remote health consultations, dog-walking services, educational wellness guides, and more.

Designed with modern pet families in mind, PetGo integrates smart tools and data-driven features to simplify every aspect of pet care — from discovering trusted service providers to managing health records and personalized recommendations. Our mission is to make pet care effortless, informed, and accessible, anytime and anywhere.

By accessing or using PetGo’s services (collectively referred to as the “Service”), you acknowledge and agree to be bound by these **Terms and Conditions** (“Terms”). These Terms form a legally binding agreement between you (“User,” “you,” or “your”) and **PetGo Inc.** (“PetGo,” “we,” “us,” or “our”). If you do not agree with these Terms, you must refrain from using the Service.

PetGo may update or revise these Terms periodically to reflect changes in our operations, technology, or applicable law. Such updates will take effect upon publication within the app or on our official website. We encourage you to review the Terms regularly to remain informed about your rights and obligations.

For any inquiries regarding these Terms, please contact us at support@petgo.ca.

2. Eligibility & Account Registration

To use the PetGo Service, you must be at least **13 years of age** or the legal age of majority in your jurisdiction, whichever is greater. By creating an account or accessing the Service, you represent and warrant that you meet this requirement and have the legal capacity to enter into a binding agreement.

The Service is intended for users around the world, provided that such access and use are lawful under the regulations of their respective jurisdictions. You are solely responsible for ensuring that your use of the Service complies with all applicable local laws and requirements.

When registering for a PetGo account, you agree to provide accurate, current, and complete information, and to update such information promptly to maintain its accuracy. Providing false, misleading, or incomplete information may result in the suspension or termination of your account.

You are responsible for maintaining the confidentiality of your login credentials and for all activities conducted under your account. If you believe your account has been compromised, you must notify PetGo immediately. PetGo shall not be liable for any loss or damage arising from unauthorized access, misuse, or failure to safeguard your credentials.

PetGo reserves the right, at its sole discretion, to refuse registration, suspend, or terminate accounts that violate these Terms, appear fraudulent, or otherwise compromise the integrity or security of the Service.

3. Use of Service

By accessing or using the Service, you agree to use it solely for lawful purposes and in accordance with these Terms. You are granted a limited, non-exclusive, non-transferable, and revocable right to use the Service for personal, non-commercial purposes, unless otherwise expressly authorized in writing by PetGo Inc.

You agree not to use the Service in any way that could interfere with, disrupt, or negatively affect the functioning or security of the platform, other users, or any connected networks or systems. In particular, you must not:

- Access, use, or attempt to access any part of the Service through unauthorized means or automated systems;
- Copy, distribute, modify, or create derivative works based on any part of the Service without prior written consent from PetGo;
- Upload, transmit, or distribute content that is unlawful, defamatory, obscene, harmful, or otherwise inappropriate;
- Impersonate another individual or entity, or misrepresent your affiliation with any person or organization;
- Use the Service to engage in fraudulent activities, spam, data mining, or unauthorized data collection;
- Violate any applicable law, regulation, or third-party right, including intellectual property or privacy rights.

PetGo reserves the right to monitor usage patterns, investigate violations, and take appropriate action, including suspension or termination of access, if misuse or prohibited behavior is detected.

The Service and its features may evolve over time. PetGo may, at its discretion, modify, suspend, or discontinue any part of the Service without prior notice. While we strive to maintain uninterrupted access, we do not guarantee that the Service will be available at all times or free from technical issues.

4. User Content

The Service may allow you to create, upload, submit, post, or share content, including but not limited to photos, reviews, comments, pet information, and other materials (“User Content”). You retain ownership of any intellectual property rights that you hold in your User Content.

By submitting or posting User Content through the Service, you grant PetGo Inc. a non-exclusive, worldwide, royalty-free, sublicensable, and transferable license to use, host, store, reproduce, modify, adapt, publish, and display such content for the purpose of operating, improving, and promoting the Service. This license remains in effect until the User Content is deleted from the platform or your account is terminated, subject to reasonable data retention obligations.

You are solely responsible for your User Content and the consequences of posting or sharing it. You represent and warrant that:

- You own or have all necessary rights to the User Content you share;
- Your User Content does not infringe, misappropriate, or violate any intellectual property, privacy, or other rights of any third party;
- Your User Content does not contain any defamatory, harassing, abusive, obscene, or otherwise unlawful material.

PetGo does not pre-screen all User Content but reserves the right, at its discretion, to review, remove, or disable access to any content that violates these Terms, applicable law, or the rights of others.

PetGo is not responsible for any opinions, advice, statements, or information provided by users. The publication of User Content does not imply endorsement or verification by PetGo. You acknowledge that you use or rely on such content solely at your own risk.

5. Privacy & Data Protection

PetGo respects your privacy and is committed to protecting your personal information. The collection, use, and disclosure of your data are governed by our Privacy Policy, which forms an integral part of these Terms. By using the Service, you acknowledge and agree to the terms of our Privacy Policy.

PetGo collects and processes limited personal information necessary to provide, maintain, and improve the Service. This may include, but is not limited to, account details, contact information, pet profiles, and user preferences.

Certain features of the Service may rely on third-party platforms, such as Firebase, Google Places API, and analytics tools, to store data, verify accounts, or enhance functionality. These third parties may have access to limited user information solely for operational purposes, subject to their own privacy practices. PetGo carefully selects and manages such providers to ensure that appropriate safeguards and compliance with applicable privacy laws, including the Personal Information Protection and Electronic Documents Act (**PIPEDA**) in Canada, are maintained.

You are encouraged to review PetGo's full Privacy Policy to understand how your data is collected, stored, and used. The Privacy Policy also describes your rights to access, correct, or request the deletion of your personal information.

6. Payments & Subscriptions

Certain features and services offered through the Service — including but not limited to veterinary appointments, grooming, pet daycare, dog walking, pet shop purchases, and premium memberships and more — may require payment.

By booking, purchasing, or subscribing to any paid service, you agree to provide accurate and complete payment information and authorize PetGo Inc. and its designated third-party processors to charge the applicable fees to your selected payment method.

All payments are securely processed through trusted payment providers, including **Apple Pay**, **PayPal**, and **major credit or debit card networks** such as **Visa**, **Mastercard**, and **American Express**, depending on your device and region. PetGo Inc. does not store full payment card information but may retain limited transaction records as required for billing, accounting, and regulatory compliance.

(a) Service-Based Payments

(b) Subscription Payments

Certain features, such as **PetGo Premium**, may operate on a subscription basis. Subscription plans, pricing, and billing cycles will be disclosed before purchase. Unless otherwise stated, subscriptions renew automatically at the end of each billing period unless canceled in advance through your account settings. Refunds are provided only where required by applicable law or as expressly stated in our refund policy.

All fees are listed in **Canadian dollars (CAD)** unless otherwise indicated, and you are responsible for any applicable taxes or processing fees in your jurisdiction. PetGo reserves the right to adjust pricing or modify available paid services with reasonable notice.

7. Third-Party Services

The Service may contain links, integrations, or connections to third-party websites, APIs, applications, or services that are not owned or controlled by PetGo Inc. These may include, but are not limited to, Google Places API, Firebase, Apple, Google Play, and other external platforms used to provide location data, authentication, analytics, or payment processing.

By using the Service, you acknowledge and agree that:

- PetGo provides access to such third-party services solely for your convenience and does not endorse, guarantee, or assume responsibility for their content, functionality, or policies;
- Each third-party service operates under its own terms of service and privacy policy, which you are responsible for reviewing and understanding before use;
- PetGo has **no control over and is not liable for** any damages, losses, or disputes arising from your interactions with or reliance upon third-party services;
- Any personal or transactional data shared with third parties is handled in accordance with our **Privacy Policy** and applicable data protection laws.

Your use of any third-party service is at your own discretion and risk. PetGo disclaims all liability for any interruptions, security issues, or data loss that may result from third-party integrations.

If any third-party service becomes unavailable or ceases operation, PetGo is not obligated to maintain or replace such functionality within the platform.

8. Intellectual Property

All content, materials, and components of the Service — including but not limited to the PetGo name, logo, trademarks, designs, text, graphics, images, software, databases, user interface, and overall layout — are the exclusive property of PetGo Inc. and are protected by applicable copyright, trademark, and intellectual property laws in Canada and internationally.

Except as expressly authorized in writing by PetGo, you may not copy, reproduce, modify, distribute, transmit, publicly display, or create derivative works from any portion of the Service or its content. Any unauthorized use of PetGo's intellectual property constitutes a violation of these Terms and may result in legal action.

Users retain ownership of their own content as outlined in **Section 4** (User Content), but by uploading such content, they grant PetGo a license to use it in accordance with those terms. This does not transfer ownership of the user's intellectual property to PetGo.

You may access and use the Service solely for personal, non-commercial purposes, provided that you do not remove, obscure, or alter any copyright notices, trademarks, or proprietary rights symbols displayed within the platform.

All trademarks, logos, and service marks displayed on the Service that are not owned by PetGo are the property of their respective owners. Use of any such marks without prior authorization is strictly prohibited.

9. Limitation of Liability

To the maximum extent permitted by applicable law, PetGo Inc., its affiliates, directors, employees, and partners shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or in connection with your access to or use of the Service. This includes, but is not limited to, any loss of profits, data, goodwill, or other intangible losses, whether based on contract, tort, negligence, or any other legal theory.

PetGo provides the Service on an “**as is**” and “**as available**” basis. While we strive to ensure that the information, features, and resources provided through the Service are accurate and reliable, **PetGo makes no warranties or representations** regarding the completeness, reliability, or availability of the Service at all times.

PetGo does not assume liability for:

- Any interruption, delay, or failure in the operation of the Service;
- Any errors, inaccuracies, or omissions in content;
- Any damage resulting from unauthorized access to or alteration of your data;
- Any issues arising from third-party platforms, integrations, or service providers.

Some jurisdictions do not allow certain limitations of liability. In such cases, PetGo's total liability for any claim arising out of or related to your use of the Service shall not exceed the amount paid by you (if any) for the use of the Service during the twelve (12) months preceding the claim.

10. Disclaimer

The Service, including all information, articles, health guides, recommendations, and other materials provided through the PetGo platform, is intended for general informational and educational purposes only. It is **not a substitute for professional veterinary diagnosis, advice, or treatment**.

PetGo does not provide veterinary or medical services. Any health-related content made available through the Service — including descriptions of conditions, treatment suggestions, dietary information, or behavioral advice — is provided for user convenience and general understanding. Always consult a licensed veterinarian or qualified professional regarding your pet's specific health condition or needs.

Reliance on any information provided through the Service is at your own discretion and risk. PetGo makes no guarantees regarding the accuracy, completeness, or applicability of such information, and is not responsible for any outcomes resulting from its use.

PetGo also disclaims all liability arising from third-party contributions, links, or integrations appearing on the platform. References to third-party clinics, products, or services do not imply endorsement, sponsorship, or affiliation.

In the event of a medical emergency involving your pet, you should contact a licensed veterinarian or emergency clinic immediately.

11. Termination

You may terminate your account and stop using the Service at any time by following the instructions provided in your account settings or by contacting support@petgo.ca. Upon termination, your right to access and use the Service will immediately cease.

PetGo Inc. reserves the right, at its sole discretion, to suspend or terminate your access to the Service, with or without notice, if:

- You violate or breach these Terms or any applicable law;
- You engage in fraudulent, abusive, or harmful behavior;
- You misuse the platform or interfere with its operation, security, or other users;
- Required by law, court order, or government authority.

PetGo may also, at its discretion, discontinue the Service or any portion thereof at any time, with reasonable notice where possible.

Upon termination — whether initiated by you or by PetGo — the following shall apply:

- Your access credentials and stored data may be permanently deleted, except as required by law;
- Certain obligations, such as outstanding payments or legal responsibilities, may survive termination;
- PetGo shall not be liable for any loss of data, access, or content resulting from account termination.

You are encouraged to download or back up any information or materials you wish to retain before closing your account.

12. Governing Law & Jurisdiction

These Terms and any dispute, claim, or proceeding arising out of or relating to your access to or use of the Service shall be governed by and construed in accordance with the laws of Canada, including the applicable provincial and territorial laws, without regard to conflict of law principles.

You agree that any legal action or proceeding arising under or in connection with these Terms shall be brought before a competent court within Canada, and you hereby irrevocably consent to the personal jurisdiction and venue of such courts.

If any provision of these Terms is held invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

Nothing in this section shall prevent PetGo Inc. from seeking injunctive or equitable relief in any jurisdiction to protect its intellectual property rights or confidential information.

13. Changes to Terms

PetGo Inc. reserves the right to modify, update, or replace these Terms at any time to reflect changes in our services, operational practices, or applicable laws.

When significant revisions are made, PetGo will provide reasonable notice to users, which may include updates within the app, notifications on our website, or email communication. The revised Terms will become effective on the date indicated within the document unless otherwise stated.

Your continued access to or use of the Service after any modifications have taken effect constitutes your acceptance of the revised Terms. If you do not agree to the updated Terms, you must discontinue use of the Service and, if applicable, delete your account.

PetGo encourages users to review these Terms periodically to remain informed about their rights and obligations. The date of the latest revision will always be displayed at the beginning or end of this document.

14. Community Guidelines

PetGo is designed to foster a respectful and supportive community for all pet owners, professionals, and partners. By using any interactive feature of the Service — including posts, reviews, comments, or shared content — you agree to follow these Community Guidelines:

1. **Be respectful.** Treat other users, service providers, and PetGo staff with kindness and professionalism.
2. **Share responsibly.** Post only accurate, lawful, and relevant information. Do not share medical or personal data without consent.
3. **No harmful or illegal content.** Content that is abusive, defamatory, discriminatory, misleading, spam, or harmful to others' safety is prohibited.
4. **Protect privacy.** Do not disclose private information about others, including names, addresses, or contact details.
5. **No commercial solicitation.** You may not use PetGo to advertise or promote unrelated products or services without PetGo's written consent.
6. **Moderation rights.** PetGo reserves the right to review, remove, or restrict content that violates these Guidelines or our Terms. Repeated or severe violations may lead to account suspension or termination.

Violations of these Guidelines may result in immediate removal of content, temporary suspension, or permanent account deactivation, at PetGo's sole discretion.

15. Contact Information

If you have any questions, concerns, or feedback regarding these **Terms** or the **Service**, please contact PetGo Inc. using the information below:

PetGo Inc.

Toronto, Ontario, Canada

Email: helpcenter.petgo@gmail.com

We value open communication and will make reasonable efforts to respond to all inquiries in a timely and respectful manner.

For questions specifically related to personal data handling or privacy, please refer to our Privacy Policy, which forms an integral part of these Terms.