PUBLIC OFFER
to enter into a contract for the provision of paid veterinary services

Version dated October 10, 2025

1. General Provisions

1.1. This document constitutes an official offer by Individual Entrepreneur Elvin Mazagirovich Bailiev, operating under the commercial designation “Veterinary Clinic ‘Krokodil’”, to enter into a contract for the provision of paid veterinary services on the terms set forth in this Public Offer with any legally capable individual who applies for veterinary services in relation to a small domestic animal owned by such individual or lawfully possessed by such individual, or acting as a representative of such person.

1.2. This Public Offer governs the relations between the Service Provider and the Customer arising in connection with the provision of paid veterinary services in person at the premises of Veterinary Clinic “Krokodil”, as well as remotely in the form of remote consultations using telephone communication, e-mail, messengers, audio and video communication, and other information and telecommunication means.

1.3. This Public Offer has been drafted in accordance with the Civil Code of the Russian Federation, the Law of the Russian Federation “On Consumer Rights Protection”, the Law of the Russian Federation “On Veterinary Medicine”, the Rules for the Provision of Paid Veterinary Services, the legislation of the Russian Federation on personal data, and other regulatory legal acts of the Russian Federation.

1.4. This Offer shall be posted on the Service Provider’s website and made available to consumers at the clinic premises in an accessible place.

1.5. This Offer contains all essential terms of the contract for the provision of paid veterinary services.

1.6. Acceptance of this Offer means the Customer’s full and unconditional acceptance of all of its terms without any exceptions or reservations.

1.7. If the Customer does not agree with the terms of this Offer in whole or in part, the Customer shall refrain from booking an appointment, paying for services, and actually receiving veterinary services.

1.8. This Offer applies to services rendered in relation to small domestic animals accepted by the Service Provider in accordance with the field of activity of Veterinary Clinic “Krokodil”, the qualifications of the clinic’s employees and engaged specialists, the actual capabilities of the clinic, and the current Price List.

1.9. This Offer shall not apply to relations arising in connection with measures carried out within the framework of the prevention, diagnosis, and elimination of especially dangerous animal diseases and diseases common to humans and animals, to the extent that such relations are regulated by a special public-law procedure.

1.10. For certain types of services, including, but not limited to, surgical interventions, anesthesia, sedation, hospitalization, invasive diagnostics, inpatient treatment, and other high-risk interventions, the Service Provider may use separate documents: informed consents, refusals, estimates, inpatient rules, discharge summaries, prescriptions, acts, recommendations, and other special forms. Such documents are

independent documents, are applied together with this Offer, and specify the terms of the relevant service.

1.11. The Customer understands and agrees that Individual Entrepreneur Elvin Mazagirovich Bailiev is a party to the contract, the owner and organizer of the activities of Veterinary Clinic “Krokodil”; however, the actual provision of veterinary services under this Offer, including in-person appointments, remote consultations, diagnostics, treatment, surgical interventions, anesthesiology support, inpatient treatment, laboratory and other veterinary measures, is carried out by the clinic’s employees and/or engaged specialists acting on the Service Provider’s instructions and within the scope of their competence, qualifications, labor functions, job duties, and granted authority.

1.12. Elvin Mazagirovich Bailiev, as the head, owner, and organizer of the activities of Veterinary Clinic “Krokodil”, does not personally receive Customers and Patients, does not personally provide in-person veterinary services, does not personally provide remote veterinary consultations, and does not personally perform any other veterinary actions under this Offer. This provision constitutes an essential term of this Offer with respect to the procedure for the actual provision of services.

2. Information about the Service Provider

2.1. Service Provider: Individual Entrepreneur Elvin Mazagirovich Bailiev.

2.2. Commercial designation: Veterinary Clinic “Krokodil”.

2.3. INN: 550713506691.

2.4. OGRNIP: 319554300087991.

2.5. State registration information: the individual entrepreneur was registered on November 20, 2019; the registering authority is Interdistrict Inspectorate of the Federal Tax Service No. 12 for the Omsk Region.

2.6. Legal address: Russia, Omsk Region, Krutinsky District, village of Zimino, Novaya St., Building 34, Apt. 2.

2.7. Actual address where in-person services are rendered: Russia, Omsk, Petra Osminina St., Building 7.

2.8. Contact telephone numbers: +7 (3812) 37-85-10, +7 923 679-98-82.

2.9. E-mail address: krokodil.vet@yandex.ru.

2.10. Hours of operation: daily from 10:00 a.m. to 8:00 p.m., without a lunch break or days off, unless a different temporary schedule is established by the Service Provider and communicated to consumers on the Service Provider’s website and at the clinic premises.

2.11. Certificate of registration of a specialist in the field of veterinary medicine: series No. 55-00033 dated September 11, 2020.

2.12. The fact that Elvin Mazagirovich Bailiev has a certificate of registration of a specialist in the field of veterinary medicine, as well as his status as an individual entrepreneur, owner, and organizer of the activities of Veterinary Clinic “Krokodil”,

does not mean and does not imply that he personally and actually provides veterinary services to the Customer and the Patient under this Offer.

2.13. Main types of services rendered: clinical appointments, consultations, remote consultations, diagnostics, treatment, surgical interventions, vaccination, ultrasonography, electrocardiography, inpatient treatment, laboratory services, and other veterinary services within the Service Provider’s field of activity and the current Price List. The actual provision of the specified services is carried out by the clinic’s employees and/or engaged specialists in the manner established by this Offer.

2.14. The Price List of paid veterinary services, information on appointment scheduling and payment procedures, samples of standard documents, information on benefits if any, as well as other mandatory information shall be posted on the Service Provider’s website and at the clinic premises in a place accessible to consumers.

2.15. If the identity of a specific specialist is material for a specific service, information about such specialist shall be provided to the Customer before the relevant service begins. The identity of Elvin Mazagirovich Bailiev as an individual entrepreneur, owner, and organizer of the clinic’s activities shall not be deemed to be the identity of the specialist actually providing the service, unless otherwise expressly follows from a separate written document signed by the parties.

2.16. Information about the authority exercising consumer rights protection functions in the territory of the Omsk Region: Directorate of Rospotrebnadzor for the Omsk Region, address: 644001, Omsk, 10 Let Oktyabrya St., Building 98, reception telephone: +7 (3812) 32-60-32.

3. Terms and Definitions

3.1. Customer means a legally capable individual who has entered into a contract on the terms of this Offer and orders and/or pays for veterinary services.

3.2. Animal Owner means the owner of the animal or a person possessing the animal on another lawful basis.

3.3. Representative means a person acting on behalf of the Animal Owner or the Customer and declaring that he or she has the relevant authority.

3.4. Patient means an animal in relation to which veterinary services are rendered.

3.5. Service means an act or a set of acts of a veterinary, diagnostic, therapeutic, preventive, consultative, surgical, inpatient, or other nature performed for a fee by the clinic’s employees and/or engaged specialists on the Service Provider’s instructions, within the field of activity of Veterinary Clinic “Krokodil”, the actual capabilities of the clinic, and the current Price List.

3.6. Remote consultation means a consultative veterinary service rendered without the physical presence of the Patient at the clinic, using telephone communication, e-mail, messengers, audio and video communication, and other information and telecommunication means, on the basis of information, documents, photographs, videos, and other materials provided by the Customer. Remote consultations under this Offer are actually provided by the clinic’s employees and/or engaged specialists, and not personally by Elvin Mazagirovich Bailiev as the head, owner, and organizer of the clinic’s activities.

3.7. In-person service means a veterinary service rendered directly at the premises of Veterinary Clinic “Krokodil” by the clinic’s employees and/or engaged specialists on the Service Provider’s instructions and within the scope of their competence, qualifications, and authority.

3.8. Clinic employees means persons who are in labor or other lawful relations with the Service Provider and who participate in the provision, support, organization, or accompaniment of paid veterinary services within the scope of their labor functions, job duties, qualifications, professional training, and granted authority.

3.9. Engaged specialists means veterinarians, specialists in the field of veterinary medicine, consultants, laboratories, contractors, and other persons engaged by the Service Provider for the proper organization, support, or actual performance of individual stages of veterinary services, provided that such engagement corresponds to the nature of the service and does not contradict the legislation of the Russian Federation.

3.10. Price List means the list of services and their prices approved by the Service Provider and effective on the date the specific service is rendered, unless otherwise expressly established by a separate estimate or another written document.

3.11. Estimate means a preliminary calculation of the cost of the anticipated scope of services, which may be fixed or approximate.

3.12. Emergency case means a clinical situation in which a delay in rendering assistance may create an immediate threat to the Patient’s life, cause a rapid deterioration of the Patient’s condition, or significantly worsen the prognosis.

4. Subject Matter of the Contract

4.1. Upon the Customer’s request, the Service Provider undertakes to organize the provision of paid veterinary services to the Patient by the clinic’s employees and/or engaged specialists in accordance with the field of activity of Veterinary Clinic “Krokodil”, the Patient’s condition, the current Price List, medical indications, the actual capabilities of the clinic, and the terms of this Offer, and the Customer undertakes to accept and pay for the services rendered.

4.2. Under this Offer, the following services may in particular be rendered: initial and follow-up appointments, clinical examination, consultations, remote consultations, preparation of a diagnostic and treatment plan, laboratory tests, collection of biomaterial, ultrasound examinations, electrocardiography, therapeutic treatment, vaccination, surgical interventions, anesthesiology support, inpatient treatment, follow-up monitoring, postoperative monitoring, and other veterinary services provided for by the Price List.

4.3. The specific scope, sequence, frequency, methods, and timeframes for rendering services shall be determined by the Service Provider, the clinic’s employees and/or engaged specialists based on the Patient’s clinical condition, anamnesis, examination results, test results, the agreed scope of care, and the actual capabilities of the clinic.

4.4. Services may be rendered on a one-time basis, in stages, as a course, in the form of inpatient treatment, in the form of remote support, or in another permissible form depending on the nature of the service.

4.5. Elvin Mazagirovich Bailiev, as an individual entrepreneur, head, owner, and organizer of the activities of Veterinary Clinic “Krokodil”, is not the actual person

personally providing veterinary services to the Customer or the Patient under this Offer. The performance of professional veterinary actions under this Offer is carried out by the clinic’s employees and/or engaged specialists.

5. Procedure for Entering into the Contract. Acceptance of the Offer

5.1. The contract shall be deemed concluded from the moment the Customer accepts this Offer.

5.2. Acceptance of this Offer shall mean the performance by the Customer of any of the following actions clearly indicating the intention to receive the service on the terms of this Offer:
5.2.1. booking an appointment and confirmation of the appointment by the Service Provider;
5.2.2. applying to the clinic for veterinary care and completing the appointment formalities;
5.2.3. making an advance payment, prepayment, or full payment for the service;
5.2.4. signing or otherwise confirming consent to separate documents related to the rendering of a specific service;
5.2.5. actual receipt of the veterinary service.

5.3. For remote consultations, acceptance, in addition to the above, shall also mean submitting a request through the website form, e-mail, messenger, or another means of communication used by the Service Provider, provided that the appointment is subsequently confirmed by the Service Provider, as well as payment and/or actual participation in the remote consultation. A remote consultation is actually provided by a clinic employee and/or an engaged specialist designated by the Service Provider, and not personally by Elvin Mazagirovich Bailiev as the head, owner, and organizer of the clinic’s activities.

5.4. By accepting this Offer, the Customer confirms that:
5.4.1. the Customer has read the text of this Offer and accepts its terms;
5.4.2. the Customer has read the current Price List;
5.4.3. the Customer has provided the Service Provider with accurate information about himself or herself, the Patient, and the Patient’s condition;
5.4.4. the Customer understands that the veterinary service is aimed at providing qualified assistance but does not guarantee a predetermined biological result;
5.4.5. the Customer understands the need to execute separate special documents for certain types of services;
5.4.6. the Customer has been notified that consent to the processing of personal data is executed separately from the acceptance of this Offer;
5.4.7. the Customer understands and accepts that the actual provision of veterinary services, including in-person appointments, remote consultations, diagnostic, therapeutic, surgical, inpatient, laboratory, and other measures, is carried out by the clinic’s employees and/or engaged specialists, and not personally by Elvin Mazagirovich Bailiev as the head, owner, and organizer of the activities of Veterinary Clinic “Krokodil”.

5.5. The Service Provider shall have the right to rely on the authority of the person who actually brought the Patient and ordered the service, unless the Service Provider has obvious grounds to doubt such authority. If there are reasonable doubts, the Service Provider shall have the right to request documents confirming the Representative’s authority.

5.6. The fact of conclusion of the contract, agreement on individual terms, and rendering of services may be confirmed, inter alia, by the appointment booking,

outpatient record, inpatient documents, separate consents, estimate, invoice, cash register receipt, receipt, discharge summary, test results, correspondence between the parties, and other documents executed in connection with the performance of the contract.

6. Procedure for Booking, Admission, and Acceptance of the Patient

6.1. As a general rule, appointments shall be by prior booking, unless otherwise determined by the emergency nature of the request or the actual possibility of the Service Provider accepting the Patient without an appointment.

6.2. The Service Provider shall have the right to accept emergency patients out of turn. A shift in appointment time caused by assistance rendered to an emergency patient shall not be considered a breach of the Service Provider’s obligations.

6.3. If the Customer is late, the Service Provider shall have the right to reduce the actual appointment time, reschedule the appointment to the nearest possible time, or offer a new appointment if the delay prevents the proper rendering of the service or disrupts the clinic’s working schedule.

6.4. Before the service begins, the Customer shall inform the Service Provider, the clinic employee, or the engaged specialist of information relevant to diagnosis, treatment, assessment of anesthetic risk, and prognosis, including information on age, breed, sex, body weight, reproductive status, vaccination, previously suffered diseases, surgeries, current treatment, previously observed reactions to medicinal products, chronic diseases, episodes of aggression, contact with animals suffering from infectious diseases, and other material circumstances.

6.5. The Customer shall deliver the Patient to the clinic in compliance with safety measures: dogs on a leash and, where necessary, muzzled; cats and other small animals in a carrier, cage, or another safe container.

6.6. If the Patient has signs of a contagious disease or there are reasonable suspicions thereof, the Customer shall warn the Service Provider before visiting the clinic. The Service Provider shall have the right to change the appointment procedure, isolate the Patient, offer another appointment time, or refuse to render a specific service in the given setting if required by safety rules or legislation.

6.7. For the execution of documents and confirmation of authority, the Service Provider shall have the right to request from the Customer and/or the Representative identity documents, as well as documents or information confirming the right to act on behalf of the Animal Owner.

6.8. If a specific service requires prior preparation of the Patient, the Customer shall comply with such requirements. Violation of the preparation rules may lead to the rescheduling of the test or procedure, the impossibility of performing it, a decrease in the quality of the result, or additional expenses.

6.9. In the event of aggression, pronounced fear, pain, the Patient being uncontrollable, or other circumstances creating a threat to the safety of the staff, the Customer, other visitors, or the Patient itself, the Service Provider, the clinic employee, or the engaged specialist shall have the right to require the use of additional restraint measures, a muzzle, a collar, sedation, or other permissible safety measures. The Customer’s refusal to agree to such measures may constitute grounds for refusal to render the relevant service.

7. Procedure for the Provision of Services by Clinic Employees and Engaged Specialists. Distinction between the Status of the Service Provider and the Actual Performers of Veterinary Actions

7.1. The Service Provider is an individual entrepreneur, the owner and organizer of the activities of Veterinary Clinic “Krokodil”, conducts entrepreneurial activity in the field of providing paid veterinary services, and is the sole party to the contract with the Customer. Monetary funds received by the Service Provider from the activities of Veterinary Clinic “Krokodil” constitute income from the entrepreneurial activity of the individual entrepreneur.

7.2. The Service Provider’s receipt of income from the entrepreneurial activity of Veterinary Clinic “Krokodil”, as well as his status as the owner, head, organizer of the clinic’s activities, and person determining the economic, personnel, organizational, and managerial model of the clinic’s work, does not mean that Elvin Mazagirovich Bailiev personally performs veterinary services, personally receives Customers and Patients, personally provides remote consultations, or personally performs other veterinary actions under this Offer.

7.3. The parties expressly distinguish between the status of the Service Provider as an individual entrepreneur, owner, and organizer of the activities of Veterinary Clinic “Krokodil”, on the one hand, and the actual performance of individual veterinary, diagnostic, therapeutic, surgical, anesthesiology-related, inpatient, laboratory, consultative, organizational, technical, and other actions, on the other hand. The Service Provider is the contractual party and is responsible to the Customer for the proper organization of the provision of services; however, the actual provision of veterinary services is carried out by the clinic’s employees and/or engaged specialists.

7.4. In-person veterinary services rendered directly at the premises of Veterinary Clinic “Krokodil” are actually performed by the clinic’s employees and/or engaged specialists acting on the Service Provider’s instructions and within the scope of their competence, qualifications, job duties, professional training, and granted authority. Elvin Mazagirovich Bailiev, as the head, owner, and organizer of the clinic’s activities, within the framework of this Offer, does not conduct personal in-person appointments, does not personally perform in-person veterinary actions, and does not personally conduct in-person diagnostic, therapeutic, surgical, anesthesiology-related, inpatient, or other veterinary measures at the clinic premises.

7.5. Remote consultations, consultations using telephone communication, e-mail, messengers, audio and video communication, as well as other remote forms of interaction with the Customer, are also actually carried out by the clinic’s employees and/or engaged specialists acting on the Service Provider’s instructions and within the scope of their competence, qualifications, and authority. Elvin Mazagirovich Bailiev, as the head, owner, and organizer of the clinic’s activities, does not personally provide remote veterinary consultations, does not personally form remote veterinary opinions, and does not personally provide professional recommendations to the Customer or the Patient within the framework of this Offer.

7.6. Taking into account Article 780 of the Civil Code of the Russian Federation, the parties expressly agree that personal provision of services directly by Individual Entrepreneur Elvin Mazagirovich Bailiev is not a mandatory condition of this contract. All veterinary services under this Offer, regardless of the form in which they are provided — in-person, remote, inpatient, diagnostic, therapeutic, surgical, consultative, or otherwise — may actually be performed by the clinic’s employees and/or engaged specialists on the Service Provider’s instructions.

7.7. The Customer understands and agrees that one and the same clinical case may include different stages of care: booking, initial appointment, follow-up appointment, remote consultation, in-person examination, diagnostics, laboratory tests, ultrasound examination, electrocardiography, surgical intervention, anesthesiology support, inpatient treatment, postoperative observation, issuance of recommendations, follow-up examinations, document execution, and other measures. Such stages do not necessarily have to be performed by one and the same person and may be allocated by the Service Provider among different clinic employees and/or engaged specialists.

7.8. Different stages of care, including the initial appointment, follow-up appointment, clinical examination, remote consultation, diagnostics, laboratory tests, collection of biomaterial, ultrasound examination, electrocardiography, anesthesiology support, surgical intervention, postoperative observation, inpatient treatment, care, monitoring of the condition, issuance of recommendations, follow-up examinations, and other measures, may be performed by different employees and specialists of the clinic depending on the nature of the service, work schedule, shift pattern, urgency of the case, the Patient’s condition, internal allocation of functions, qualifications of specialists, clinic workload, and the actual capabilities of the Service Provider.

7.9. Veterinary actions which, under the legislation of the Russian Federation, qualification requirements, or the nature of the service, require special veterinary training, including establishing a diagnosis, choosing treatment tactics, prescribing treatment, performing surgical interventions, administering anesthesia, interpreting diagnostic data, and making other professionally significant decisions and procedures, shall be performed by specialists in the field of veterinary medicine. Auxiliary, preparatory, technical, nursing, monitoring, organizational, and administrative actions may be performed by assistants, inpatient care staff, administrators, and other trained clinic employees within the scope of their labor functions, job duties, and authority and, where necessary, under the supervision of an authorized specialist.

7.10. The Service Provider shall have the right to engage, for the provision of services, clinic employees, veterinarians, other specialists in the field of veterinary medicine, assistants, inpatient care staff, administrators, laboratories, consultants, contractors, communication services, payment services, information technology contractors, and other third parties, if such engagement is necessary for the proper organization, support, or actual provision of services. The engagement of such persons shall not in itself mean the transfer of the status of the Service Provider under the contract to another person and shall not create independent contractual relations between the Customer and such employees, specialists, laboratories, consultants, contractors, or other third parties, unless otherwise expressly formalized by a separate contract.

7.11. If, by reason of the nature of a specific service or by virtue of a direct agreement between the parties, the identity of a specific specialist is material, the Service Provider shall provide the Customer, before such service begins, with information about the relevant person. If that person is unable to render the service due to illness, leave, a schedule change, an emergency case, technical reasons, organizational necessity, termination of employment or other relations with the Service Provider, or other objective circumstances, the Service Provider shall have the right to replace such specialist with another specialist possessing appropriate qualifications, with notice to the Customer where this is objectively possible, or to offer rescheduling of the service for another time. Such replacement shall not in itself constitute improper performance of the contract.

7.12. The identity of Elvin Mazagirovich Bailiev as an individual entrepreneur, head, owner, and organizer of the activities of Veterinary Clinic “Krokodil” is not a condition determining the actual provision of a specific veterinary service, unless otherwise

expressly formalized by a separate written document. The Customer shall not have the right to assume that the service will be provided personally by Elvin Mazagirovich Bailiev solely on the basis that the contract is concluded with Individual Entrepreneur Elvin Mazagirovich Bailiev and Veterinary Clinic “Krokodil” operates under his commercial designation.

7.13. The temporary presence or absence of Individual Entrepreneur Elvin Mazagirovich Bailiev at the premises of Veterinary Clinic “Krokodil”, his participation in managing the clinic’s activities, organization of the work of personnel, control of internal processes, receipt of income from the clinic’s entrepreneurial activity, interaction with employees, counterparties, and contractors, as well as any other managerial, administrative, financial, economic, or organizational participation, shall not constitute personal provision by him of veterinary services to the Customer or the Patient and shall not create for the Customer an expectation that an in-person appointment, remote consultation, or other veterinary actions will be performed personally by Elvin Mazagirovich Bailiev.

7.14. The Customer understands that the Service Provider, as an individual entrepreneur, organizes the activities of Veterinary Clinic “Krokodil” as a single economic, managerial, and professional process that includes the work of veterinary specialists, assistants, inpatient care staff, administrators, laboratories, contractors, communication services, payment services, and other persons participating in the provision or support of services. The allocation of functions among such persons is determined by the Service Provider independently, taking into account the legislation of the Russian Federation, the qualifications of employees and specialists, the nature of the service, the Patient’s condition, the internal organization of the clinic’s work, and the actual capabilities of the Service Provider.

7.15. The Customer understands and agrees that the Service Provider, as an individual entrepreneur, owner, and organizer of the activities of Veterinary Clinic “Krokodil”, receives income from the clinic’s entrepreneurial activity. This circumstance does not change the procedure for the actual provision of services: veterinary services, regardless of the form in which they are provided, are performed by the clinic’s employees and/or engaged specialists. Regardless of the allocation of functions among the clinic’s employees, engaged specialists, third parties, and the Service Provider as the owner and organizer of the clinic’s activities, the sole Service Provider under this contract remains Individual Entrepreneur Elvin Mazagirovich Bailiev, who bears responsibility to the Customer for the proper organization of the provision of services and performance of the contract in accordance with the legislation of the Russian Federation and the terms of this Offer.

8. Rights and Obligations of the Service Provider

8.1. The Service Provider shall:
8.1.1. accept requests and organize the provision of services corresponding to the field of activity of Veterinary Clinic “Krokodil” and the actual capabilities of the clinic;
8.1.2. ensure that services are provided in good faith, professionally, taking into account clinical necessity, the Patient’s condition, generally accepted professional approaches, and the actual capabilities of the clinic;
8.1.3. provide the Customer with necessary and accurate information about the services provided, their cost, anticipated scope, risks, limitations, and possible consequences;
8.1.4. ensure the safety of the paid veterinary service for the life and health of the Customer, the environment, and also prevent unjustified harm to the Patient;

8.1.5. timely inform the Customer of circumstances that may affect the quality of the service, the timeframe for its provision, or make it impossible to complete the service on time;
8.1.6. ensure the maintenance of veterinary documentation in paper, electronic, or mixed form;
8.1.7. comply with the requirements of personal data legislation and the confidentiality of information obtained in the course of performance of the contract;
8.1.8. issue documents confirming payment for services, as well as recommendations, discharge summaries, test results, and other documents to the extent provided for by legislation and the clinic’s internal document flow.

8.2. The Service Provider shall have the right to:
8.2.1. through the clinic’s employees and/or engaged specialists determine the veterinary tactics, scope, sequence, and methods of diagnosis, treatment, and monitoring, as well as the need to involve a specialized expert, conduct additional tests, change the treatment regimen, or refer the Patient to another institution if this is clinically justified;
8.2.2. through the clinic’s employees and/or engaged specialists choose medicinal products, consumable materials, methods of pain relief, restraint, and monitoring taking into account clinical indications, contraindications, anamnesis, body weight, the Patient’s age, and the actual capabilities of the clinic;
8.2.3. allocate the performance of individual stages of the service among clinic employees and engaged persons in accordance with Section 7 of this Offer;
8.2.4. require the Customer to provide accurate information, comply with the clinic visiting rules, timely pay for services, and follow recommendations;
8.2.5. refuse to render a service or suspend its rendering in cases permitted by law, including where the request does not correspond to the clinic’s field of activity, where there are no necessary conditions for the safe rendering of the service, where the Customer refuses to provide material information or the necessary consents, or where there is a threat to the safety of the staff, other patients, or visitors;
8.2.6. reschedule the appointment, change the appointment schedule, and change the internal allocation of specialists for valid reasons, including emergency cases, illness of an employee, technical malfunction of equipment, accidents, epizootic restrictions, and other circumstances objectively preventing the rendering of the service;
8.2.7. record the Customer’s refusal of recommended diagnostic, therapeutic, and other measures in written or electronic form.

9. Rights and Obligations of the Customer

9.1. The Customer shall:
9.1.1. provide the Service Provider, the clinic’s employees and/or engaged specialists with complete, accurate, and timely information relevant to the rendering of veterinary care;
9.1.2. timely pay for the services rendered, consumable materials used, agreed tests, and other agreed expenses;
9.1.3. comply with the clinic visiting rules, the requirements for safe delivery and restraint of the Patient, as well as the inpatient rules, if any;
9.1.4. follow the recommendations of the Service Provider, the clinic’s employees and/or engaged specialists regarding treatment, monitoring, feeding, administration of medicinal products, regimen, and the timing of follow-up examinations and tests;
9.1.5. immediately inform the Service Provider of a material deterioration in the Patient’s condition, adverse reactions, complications, unauthorized changes to prescribed treatment, and other circumstances capable of affecting the prognosis;
9.1.6. remain available via the specified contact details during surgical intervention, anesthesia, intensive treatment, inpatient stay, and in other situations where prompt coordination of additional actions may be required;

9.1.7. collect the Patient from inpatient care or after completion of the procedure at the agreed time, unless otherwise recommended by the Service Provider, the clinic employee, or the engaged specialist;
9.1.8. when acting through a Representative, ensure that such person has the authority to receive information, make decisions, and pay for services.

9.2. The Customer shall have the right to:
9.2.1. receive the necessary information about the Service Provider, the services, their cost, the anticipated scope of care, risks, limitations, and prognosis;
9.2.2. ask questions regarding the diagnostic and treatment plan;
9.2.3. receive documents related to the rendering of services, including test results, recommendations, discharge summaries, and payment documents;
9.2.4. withdraw from the contract in the manner and on the terms established by the legislation of the Russian Federation and this Offer;
9.2.5. submit requests and claims in the manner provided for by this Offer and the legislation of the Russian Federation.

10. Diagnostics, Treatment, Surgery, Anesthesia, and Inpatient Care

10.1. The diagnostic and treatment plan shall be formed by the clinic’s employees and/or engaged specialists based on the clinical picture, the severity of the Patient’s condition, anamnesis data, and the results of examination and tests.

10.2. The clinic’s employees and/or engaged specialists shall have the right to recommend laboratory tests, ultrasonography, electrocardiography, other instrumental studies, consultations with related specialists, repeat examinations, inpatient observation, surgical treatment, anesthesia, sedation, and other measures.

10.3. For invasive interventions, surgical operations, general anesthesia, sedation, hospitalization, and other medically significant procedures, a separate informed consent of the Customer shall be executed. If the Customer refuses the recommended intervention, the Service Provider shall have the right to require the execution of a written refusal or to record such refusal by another verifiable means.

10.4. The Customer’s refusal of recommended tests, inpatient care, anesthetic evaluation, monitoring, follow-up examinations, or treatment may worsen the quality of care, reduce diagnostic accuracy, affect the prognosis, increase the risk of complications, and/or make the safe performance of certain services impossible.

10.5. Laboratory tests may be performed both by the clinic’s employees and with the involvement of third-party laboratories. The timeframe for completion of a test depends on the type of test, the method of delivery of the material, the laboratory’s working schedule, and other objective factors.

10.6. During inpatient treatment, the scope of observation, frequency of monitoring, feeding regimen, need for infusion therapy, pain relief, additional tests, and other conditions shall be determined by the clinic’s employees and/or engaged specialists taking into account the Patient’s condition.

10.7. After discharge, the Customer shall be provided with recommendations for further care, observation, treatment, restriction of activity, the timing of suture care, and follow-up examinations and tests. Failure to comply with such recommendations shall be treated as a circumstance capable of materially changing the prognosis.

10.8. Vaccination shall be carried out after a clinical assessment of the Patient’s condition and in the absence of contraindications known to the clinic employee or

engaged specialist at the time of application. The Customer shall provide information on previous vaccinations, previously experienced reactions, and other significant circumstances.

11. Specific Features of Remote Consultations

11.1. A remote consultation shall be provided by a clinic employee and/or engaged specialist on the basis of information and materials provided by the Customer, without a direct physical examination of the Patient, unless otherwise expressly agreed by the parties.

11.2. The Customer understands and agrees that the absence of an in-person examination, objective clinical assessment, and additional tests limits the diagnostic and prognostic capabilities of a remote consultation.

11.3. A remote consultation does not replace an in-person appointment in cases where a physical examination and/or tests are required to establish a diagnosis, choose treatment tactics, assess the severity of the condition, or monitor complications.

11.4. The clinic employee or engaged specialist providing the remote consultation shall have the right to refuse to continue the remote consultation and recommend an immediate in-person appointment or application to the nearest veterinary clinic if the information provided indicates a probability of an emergency condition or if the remote format does not allow safe and proper assistance to be rendered.

11.5. The quality of a remote consultation directly depends on the completeness, accuracy, and technical quality of the information provided by the Customer.

11.6. Remote communication channels are not a twenty-four-hour emergency response channel unless otherwise expressly agreed by the parties separately.

11.7. In the event of a technical communication failure preventing completion of the remote consultation, the parties shall agree on reconnecting, rescheduling the consultation, or another reasonable way of completing the rendering of the service.

11.8. Organizational support for a remote consultation, including booking, coordination of time, acceptance of payment, sending notifications, links, documents, and other materials, may be carried out by administrators, assistants, and other clinic employees. The professional part of the remote consultation shall be carried out by a clinic employee and/or engaged specialist possessing the necessary competence and authority.

11.9. Elvin Mazagirovich Bailiev, as the head, owner, and organizer of the activities of Veterinary Clinic “Krokodil”, does not personally provide remote consultations, does not conduct personal remote appointments, does not personally form remote veterinary opinions, and does not personally provide professional recommendations within the framework of remote services under this Offer.

12. Price of Services, Estimate, Payment Procedure, and Refund of Monetary Funds

12.1. The cost of services shall be determined in accordance with the Service Provider’s current Price List posted on the Service Provider’s website and at the clinic premises, unless otherwise established by a separate estimate or another written document.

12.2. All prices shall be indicated in Russian rubles.

12.3. Payment for services may be made in cash, by transfer of funds to the settlement account of Individual Entrepreneur Elvin Mazagirovich Bailiev, as well as by bank cards and other electronic means of payment through the acquiring system used by the Service Provider.

12.4. Unless otherwise agreed by the parties, the service shall be paid for after it has been rendered. At the same time, the Service Provider shall have the right to establish full prepayment, partial prepayment, a deposit, or another payment procedure for certain types of services, including expensive, long-term, inpatient, surgical, and remote services.

12.5. The final cost shall be determined on the basis of the actual scope of services rendered, the tests actually performed, the consumable materials used, and the medicinal products applied in the course of rendering veterinary care.

12.6. At the request of the Customer or at the initiative of the Service Provider, a fixed or approximate estimate may be prepared for specific services. Preparation of an estimate at the request of the Customer or the Service Provider shall be mandatory.

12.7. If an approximate estimate has been prepared and, in the course of rendering the service, it becomes necessary to substantially exceed it due to the objective need for additional tests, interventions, materials, medicinal products, anesthesiology support, involvement of third parties, or extension of inpatient care, the Service Provider shall timely notify the Customer thereof and request consent to change the scope and cost of services.

12.8. If the Customer does not agree to a substantial excess of the approximate estimate, the Customer shall have the right to withdraw from the contract in the relevant part, provided that the Customer pays for the services actually rendered and the Service Provider’s expenses actually incurred and directly related to the performance of the contract.

12.9. If the Service Provider fails to timely warn the Customer of the need to substantially exceed the approximate estimate, the Service Provider shall be obliged to perform the contract while retaining the right to payment for the service within the limits of the approximate estimate.

12.10. Additional paid services shall not be imposed. They shall be payable only if the Customer’s consent has been obtained in writing or in another form expressly permitted by the legislation of the Russian Federation for the relevant case.

12.11. When booking operating room time, reserving an inpatient place, ordering medicinal products, items, or other clinic resources individually for the Patient, the prepayment shall be credited toward the service and shall be refundable less the cost of services actually rendered and the Service Provider’s expenses actually incurred, which must be directly related to the performance of the contract.

12.12. Upon payment, the Service Provider shall issue the Customer a cash register receipt or another document confirming payment in accordance with the legislation of the Russian Federation.

12.13. If the Customer withdraws from the contract before the service begins and the Service Provider has not incurred actual expenses, the amount paid shall be refunded in full.

12.14. If the Customer withdraws from the contract after performance has begun, the refund shall be made less the cost of services actually rendered and the Service Provider’s expenses actually incurred and directly related to the performance of the contract.

12.15. At the Customer’s request, the Service Provider shall provide a calculation of the cost of services actually rendered and the actual expenses incurred subject to deduction upon refund of monetary funds.

12.16. The refund of monetary funds shall be made in the manner provided for by the legislation of the Russian Federation and the rules of the applicable payment system or credit institution, on the basis of the Customer’s written application and, where necessary, using the details specified by the Customer.

13. Additional Services and Change in the Scope of Care

13.1. The Service Provider shall not have the right to render additional paid services beyond the agreed scope of care without the Customer’s consent.

13.2. Any additional diagnostic, therapeutic, surgical, inpatient, or other services not included in the previously agreed scope of care shall be rendered only after approval by the Customer, except in cases where the relevant consent has already been given in a separate special document.

13.3. If, in the course of an intervention already begun, a direct threat to the Patient’s life arises and it is objectively impossible to contact the Customer, the Service Provider, the clinic employee, or the engaged specialist shall have the right to perform only the minimum necessary actions aimed at preventing the Patient’s immediate death or a sharp deterioration of the Patient’s condition, within the actual capabilities of the clinic, with mandatory subsequent documentation of the reasons, scope, and results of such actions.

13.4. If the Customer refuses additional measures which, in the opinion of the Service Provider, the clinic employee, or the engaged specialist, are necessary for the proper rendering of care, the Service Provider shall have the right to require that such refusal be documented and to warn the Customer of the possible consequences for the Patient’s life, condition, and prognosis.

14. Withdrawal from the Contract, Rescheduling, and Failure to Appear

14.1. The Customer shall have the right to withdraw from performance of the contract at any time, provided that the Customer pays the Service Provider for the services actually rendered and the expenses actually incurred by the Service Provider and directly related to the performance of the contract.

14.2. The Customer shall, where possible, notify the Service Provider in advance of appointment cancellation, rescheduling, refusal of surgery, inpatient care, or a remote consultation.

14.3. If the Customer fails to appear at the appointed time without prior notice, the Service Provider shall have the right to offer a new appointment. If, by the time of the failure to appear, the Service Provider has already incurred actual expenses to prepare the service, reserved resources, purchased medicinal products or consumable materials, prepared the operating room, or reserved an inpatient place, the

prepayment shall be refunded less the cost of the actual expenses incurred and the services actually rendered.

14.4. The Service Provider shall have the right to withdraw from performance of the contract only in the cases and with the consequences provided for by the legislation of the Russian Federation, including the refund of unused monetary funds in the relevant part.

14.5. Grounds for the Service Provider’s refusal to continue rendering services in a specific situation may include, in particular, the absence of an actual possibility to safely and properly render the service, the request not corresponding to the clinic’s field of activity, the Customer’s violation of safety rules, the Customer’s refusal of essential conditions without which the rendering of the service is impossible or creates an unacceptable risk, as well as other circumstances directly provided for by law.

14.6. The contract shall terminate after full performance of the parties’ obligations, as well as in other cases provided for by the legislation of the Russian Federation.

15. Biological Risks, Complications, and No Guarantee of Result

15.1. The Customer acknowledges and accepts that veterinary activity is connected with rendering assistance to a living organism, and therefore the result of treatment depends on many factors not fully controlled by the Service Provider, the clinic’s employees, and engaged specialists.

15.2. The outcome of a disease and the effectiveness of treatment may be affected, in particular, by the time of seeking assistance, the severity and stage of the disease, concomitant pathologies, age, breed, body weight, the Patient’s individual bodily characteristics, previously performed treatment, hidden diseases, incomplete anamnesis, refusal of diagnostics, failure to comply with recommendations, missed follow-up examinations, postoperative regimen, stress, repeated infection, and other objective circumstances.

15.3. The Service Provider does not guarantee:
15.3.1. complete recovery;
15.3.2. establishment of a final diagnosis without conducting the recommended tests;
15.3.3. the absence of complications, relapses, progression of the disease, or sudden deterioration of the condition;
15.3.4. preservation of the Patient’s life in all cases;
15.3.5. the exact period for achieving a clinical effect;
15.3.6. the absence of adverse reactions to medicinal products, anesthesia, vaccines, or other interventions, unless such reactions were caused by improper actions of the Service Provider, the clinic’s employees, or engaged specialists.

15.4. The absence of a guarantee of a predetermined biological result does not release the Service Provider from the obligation to organize the rendering of the service properly, in good faith, reasonably, and in accordance with the requirements of the legislation of the Russian Federation.

15.5. Even where veterinary care is properly rendered, complications may occur, including allergic reactions, bleeding, infectious complications, wound dehiscence, respiratory disorders and cardiac arrhythmias, reactions to anesthesia, exacerbation of chronic diseases, multiple organ failure, and death.

15.6. If the Customer has refused recommended tests, treatment, hospitalization, observation, postoperative control, or other significant measures, the Service Provider

shall not be liable for the consequences caused by such refusal, provided that the Customer was duly warned of the risks and consequences.

16. Documentation, Test Results, Service Notifications, and Photo and Video Recording

16.1. The Service Provider shall ensure the maintenance of veterinary documentation regarding the Patient, the course of rendering services, procedures performed, prescriptions, diagnostics, consents, refusals, settlements, and other circumstances relevant to rendering assistance and protecting the rights of the parties.

16.2. Veterinary documentation may be maintained in paper, electronic, or mixed form.

16.3. Upon the Customer’s request, test results, recommendations, discharge summaries, invoices, receipts, and other documents related to the rendering of services may be issued or sent to the Customer, subject to identification of the Customer and confirmation of the Customer’s right to receive the relevant information where necessary.

16.4. The Service Provider shall have the right to use the telephone number, e-mail address, and other contact details specified by the Customer to arrange appointments, send test results, recommendations, discharge summaries, invoices, notifications of appointment rescheduling, and other messages directly related to the performance of the contract.

16.5. The Service Provider, the clinic’s employees, and engaged specialists shall have the right to carry out photo and video recording of the Patient, test results, the surgical field, the treatment process, healing dynamics, and other clinically significant circumstances for the purposes of diagnostics, documentation, internal quality control, resolution of conflict situations, and protection of the Service Provider’s rights.

16.6. The use of photographs, video materials, and other materials for advertising, informational, educational, and other public purposes, if this allows the Customer to be identified directly or indirectly or goes beyond the clinic’s internal document flow, shall be allowed only on the basis of separate consent.

17. Personal Data

17.1. The Service Provider is a personal data operator within the scope arising from the nature of the services rendered, the appointment procedure, settlements, document flow, feedback, and the requirements of the legislation.

17.2. The processing of the Customer’s personal data shall be carried out in accordance with the legislation of the Russian Federation and a separate consent to the processing of personal data in cases where such consent is required.

17.3. Acceptance of this Offer shall not constitute consent to the processing of personal data and shall not replace a separate consent to the processing of personal data.

17.4. The Customer’s personal data may be processed for the purposes of appointment booking, conclusion and performance of the contract, preparation and maintenance of veterinary documentation, communication with the Customer, sending test results and recommendations, issuing invoices, processing refunds, handling

claims, maintaining accounting and tax records, internal quality control, and protection of the Service Provider’s rights.

17.5. The Service Provider shall have the right to transfer personal data to persons involved in rendering services or in their technical support, including laboratories, payment organizations, IT contractors, communication services, and other organizations, to the extent necessary for performance of the contract and compliance with the requirements of law, if such transfer is necessary to achieve lawful processing purposes.

17.6. Service messages related to the performance of the contract shall not constitute advertising mailings. Advertising and marketing mailings shall be permitted only upon a separate consent of the Customer if such consent is required by law.

18. Liability of the Parties

18.1. For non-performance or improper performance of obligations under the contract, the parties shall bear liability in accordance with the legislation of the Russian Federation.

18.2. The Service Provider shall be liable for defects in the service, violation of mandatory legal requirements, and causing harm in the cases and to the extent provided for by the legislation of the Russian Federation.

18.3. The Service Provider shall not be liable for deterioration of the Patient’s condition, complications, or death of the Patient if such consequences were caused not by the actions of the Service Provider, the clinic’s employees, or engaged specialists, but, in particular, by late application by the Customer, the severity of the initial condition, progression of the disease, hidden pathologies, the Patient’s individual bodily characteristics, incomplete or inaccurate information provided, refusal of recommended diagnostics or treatment, unauthorized changes to prescribed treatment, violation of recommendations, actions of third parties, or force majeure circumstances.

18.4. The Customer shall be liable for the accuracy of the information provided, for the actions of his or her Representative, for compliance with safety rules when handling the Patient, and for timely payment for services.

18.5. If the Service Provider suffers damages as a result of the Customer providing knowingly false information, concealing significant epizootic risks, violating safety rules, or committing other bad faith actions, the Customer shall be obliged to compensate such damages in accordance with the procedure established by the legislation of the Russian Federation.

18.6. No provision of this Offer limits the Customer’s mandatory rights as a consumer and does not exclude the Service Provider’s liability in cases where such liability is directly provided for by law.

19. Claims and Dispute Resolution

19.1. The Customer shall have the right to send a written claim to the Service Provider’s legal address, deliver it at the clinic, or send it to the Service Provider’s e-mail address: krokodil.vet@yandex.ru.

19.2. The Service Provider shall consider requests and claims within the timeframes established by the legislation of the Russian Federation. If no specific timeframe is established by law, the request shall be considered within a reasonable period.

19.3. The parties shall seek to resolve disputed issues through negotiations, exchange of documents, explanations, calculations, and other evidence.

19.4. The Customer shall have the right to apply for the protection of his or her rights to the authorized authorities and to a court in accordance with the procedure provided for by the legislation of the Russian Federation.

20. Force Majeure Circumstances

20.1. The parties shall be released from liability for full or partial non-performance of obligations under the contract if such non-performance is caused by force majeure circumstances arising after the conclusion of the contract and beyond the reasonable control of the parties.

20.2. Such circumstances may include natural disasters, fires, floods, epidemics, epizootics, accidents, interruptions of electricity, water, communication, internet, software services, actions of public authorities, military operations, terrorist acts, mass disturbances, strikes, prohibitions, transport restrictions, and other extraordinary and unavoidable circumstances.

20.3. The party for whom performance of obligations has become impossible shall notify the other party within a reasonable period of the occurrence and termination of such circumstances, if this is objectively possible.

20.4. If force majeure circumstances continue for more than 30 calendar days in a row and prevent performance of the contract, either party shall have the right to raise the issue of termination of obligations in the unperformed part, with mutual settlements for services actually rendered and expenses actually incurred.

21. Term of the Offer, Procedure for Amending Its Terms, Applicable Law, and Language

21.1. This Offer shall enter into force from the moment it is posted on the Service Provider’s website and shall remain valid until it is withdrawn or replaced by a new version.

21.2. The Service Provider shall have the right to unilaterally amend the text of this Offer, the Price List, the appointment rules, and other related documents, subject to compliance with the mandatory requirements of the legislation of the Russian Federation.

21.3. A new version of the Offer shall enter into force from the moment it is posted on the Service Provider’s website, unless another effective date is specified in the new version itself.

21.4. The version of the Offer in force at the moment of acceptance shall apply to relations arising after acceptance, unless otherwise directly follows from mandatory legal requirements or improves the Customer’s position.

21.5. The relations of the parties under this Offer shall be governed by the law of the Russian Federation.

21.6. If this Offer is published in Russian and English, the Russian-language version shall prevail in interpretation, performance, and dispute resolution unless otherwise required by mandatory provisions of law.

21.7. The invalidity of an individual provision of this Offer shall not entail the invalidity of its remaining provisions.

22. Details of the Service Provider

Individual Entrepreneur Elvin Mazagirovich Bailiev
Commercial designation: Veterinary Clinic “Krokodil”
INN: 550713506691
OGRNIP: 319554300087991
Legal address: Russia, Omsk Region, Krutinsky District, village of Zimino, Novaya St., Building 34, Apt. 2
Actual address where in-person services are rendered: Russia, Omsk, Petra Osminina St., Building 7
Telephone: +7 (3812) 37-85-10, +7 923 679-98-82
Hours of operation: daily from 10:00 a.m. to 8:00 p.m., without a lunch break or days off
E-mail: krokodil.vet@yandex.ru
Settlement account: 40802810645000034218
Bank: OMSK BRANCH No. 8634 OF SBERBANK PJSC
BIC: 045209673
Correspondent account: 30101810900000000673
Bank INN: 7707083893
Bank KPP: 550502001
Date the account was opened: May 19, 2021
Address of the servicing bank office: Omsk, Krasny Put St., Building 111, premises 1P