



Article 1 - Definitions

- 1.1 Contractor, employee of dogwalkingservice.nl/besthotelfordogs.com located in Amsterdam;
- 1.2 Client, owner of the dog(s);
- 1.3 Contract, walking or caring of the dog(s);
- 1.4 Dog(s), dogs of the client which are let out by the contractor;

Article 2 - General

These conditions apply to all contracts between the client and the contractor. Deviation from the terms and conditions in any form is possible only if in writing and signed by both the client and the contractor. The contractor reserves the right at all times to amend the general terms and prices considering the situation. The contractor reserves the right to refuse the dog if the dog is showing problem causing behaviour. The dog must also have sufficiently learned to respond to commands and must be social in dealing with other dogs and people.

Article 3 - Health of your dog(s)

The dog must be vaccinated with a minimum annual cocktail and vaccination against kennel cough. The client must be able to show a vaccination certificate if asked for. The vaccination should be repeated yearly. The client assumes full responsibility with regard to the prevention and treatment against fleas, lice, mites, ticks and worming. The contractor cannot be held liable if your dog incurs parasites (see *Article 6. Liability claims*). The client must give notice to the contractor as soon as possible to inform of any illness/limitations of the dog. Any known disease or abnormalities of the dog should be made known beforehand by the client to the contractor during the intake interview. If the client is not available, then the client authorizes the contractor, in the event of an accident, serious injury or illness of the dog, to consult a veterinarian at the expense of the client. The costs are the sole responsibility of the client. Obviously, the client will be informed of this as soon as possible.

Article 4 - Rights and obligations of the client

According to the law, the owner of an animal is at all times liable for damage which is caused by the animal. The dog must also be included in the W.A. insurance of the client. The client must be able to produce evidence of this if asked for. The client must make sure that the **Dog Registration Form** is filled in truthful, complete and signed. The client shall at all times be liable for damages suffered, when damage is caused by missing or false information given by the client. The client must ensure that the dog is present on the appointed day(s) and time(s). If the dog is not present, the cost of the agreed fee will be charged to the client. If prevented, the client should notify the contractor at least 12 hours in advance. If cancellations occurs after this time, the client will be charged the normal walking rate with no extra costs. The client shall also ensure that the contractor has access to the place where the dog is located. The client is responsible for laying a towel so that the dog can be cleaned if the dog is wet and dirty, before the dog enters the house again. The contractor cannot be held liable for the damage to your home/contents caused by a wet or dirty dog. The client is also responsible for sufficient drinking water for the dog in the house.

Article 5 - Rights and obligations of the contractor

The contractor will always handle the dog with the utmost care and love. The contractor allows the dog to a group walk for an hour (at temp. below 0 and above 25 degrees or other weather circumstances such as heavy rain and storm the walks will be shortened to ½ or ¾ of the usual walk). The contractor is responsible to inform the client about the health and behaviour of the dog when the dog is under the supervision of the contractor. The contractor reserves the right to refuse dog if the dog develops a behaviour that is unfit for outlets in a group. The key of the house of the client will be handled with the best possible care by the contractor and will only be used when picking-up



and dropping-off the dog(s). There will be no address information stored with the key, only the name of the dog. The contractor reserves the right to refuse dog if he/she considers that the dog can cause problems or danger to other dogs, people or environment. The contractor is responsible for the timely collection and drop-off of the dog(s) at the agreed address. The dog will be walked at the agreed time. Contractor reserves the right to exhaust services temporarily due to illness, holidays, national holidays and other force majeure situations. In case of force majeure (e.g. illness), the walk is not charged and is moved to the next possible walk. The contractor must communicate at least two weeks in advance when going on vacation, thus being unavailable to deliver services. The contractor reserves the right if the dog(s) has a contagious disease, to exclude to dog(s) from the group during this period.

Article 6 - Liability statement

The client is liable for proven damages suffered by contractor or third parties caused by the dog. Any costs of medical care and damage to third parties will be paid by the client. If it is not clear which dog(s) caused the damage, the costs will be shared between the clients. Contractor is not liable for any damage, illness, disease or injury to the dog, arising from the contract, unless demonstrably incurred in the performance of the contract and due to gross negligence or intent by the contractor. If due to unforeseen circumstances or force majeure (e.g. calamities, illness, breakdown) the contractor is unable to deliver services, the client must be informed as soon as possible. Any damage as a result of this cannot be recovered from the contractor. Contractor cannot be held responsible for running away of the dog. If this happens, the contractor will obviously do everything in their power to recover the dog as soon as possible. If the contractor is claimed to be liable for any damage which the client suffers as a result of a breach of the terms and conditions mentioned obligations (except in cases of force majeure), the compensation at all times be limited to the total of the agreed walk amount of the agreement. The contractor cannot be held liable if your dog incurs parasites.