

## General Terms and Conditions Stefs Dogz

- The owner (as mentioned on the registration form) needs to have a legal liability insurance 'WA', in which the dog is included.
- The owner remains at all times liable for the actions of his dog and is therefore liable for damage to third parties or things caused by your dog. The owner cannot invoke force majeure in this regard. Any costs of medical care or damage to third parties will be recovered from the owner of the dog.
- The owner of the dog shall ensure that the dog has his annual cocktail and kennel cough -or proof titter determination.
- The owner of the dog shall provide preventive treatment against fleas, ticks and worms.
- The dog must wear a proper fitting collar/ harness (no slip chain).
- We do not work with electric collars.
- The dog must be social when dealing with other dogs and people.
- The owner of the dog must ensure that the dog is present at the agreed place and time. If your dog is not present, or Stefs Dogz does not have access to the dog, then the cost of the scheduled walk will be charged in full.
- The owner of the dog must be reachable by phone during walk times (in case of emergency).
- The owner of the dog authorizes Stefs Dogz, at the expense of the owner of the dog, to provide medical care if the walk service deems it necessary. In case of medical care, the owner will always be contacted first.
- The owner of the dog accepts that the dog can be dirty and wet when coming home and will take measures for this (at least a towel).
- The owner of the dog is obliged to give as much information about the dog as possible to the user that may be necessary during the walking of the dog (behavior/allergy).
  
- The owner of the dog is advised to let the dog eat after the walk or otherwise at least 2 hours before the walk, because of the risk of stomach torsion in some breeds.

- Obligations and rights Stefs Dogz
- Stefs Dogz is not to be considered as the possessor of the dog.
- Stefs Dogz undertakes to act carefully with respect to the safety and well-being of the dog.
- Stefs Dogz is not liable for;
  - - Injury to the dog and damage caused by the dog. The owner remains liable for said damage/injury and cannot claim force majeure. Any costs of medical care and damages to third parties will be recovered from the owner of the dog.
  - - Illness, infections and lameness of the dog.
  - - Any loss, theft or misappropriation of your dog.
  - - Damage which has occurred during the transportation of the dogs.
- In case of necessary direct medical care, Stefs Dogz will (if possible, after contacting the owner) call in the nearest veterinarian. The costs of this will be charged to the owner of the dog.
- Stefs Dogz is not liable for damage to the home/ contents by a wet/ dirty dog. Stefs Dogz will ensure that the dog is left in the house as dry/clean as possible, provided that the appropriate means are provided (at least 1 towel).
- Stefs Dogz is not liable for damage / burglary home, unless it can be demonstrated that it is due to abuse by the key made available to her. If the key is lost or stolen, the owner will be informed as soon as possible that the key is lost. Obviously, Stefs Dogz will do everything possible to prevent this and will handle the key with great care.
- Stefs Dogz reserves the right;
  - - To (temporarily) not take the dog with the group walk, if it appears that the dog has an infectious disease (eg kennel cough / Giardia parasite/ fleas).
- Exclude dogs for repeated unacceptable behavior. If the dog at a later time develops (unacceptable) behavior, which makes the dog unsuitable for walking in a group, Stefs Dogz reserves the right to refuse the dog.
- To refuse a dog in advance, if she believes that this dog can be a danger to others, dogs or people under her care.

Working method

- Stefs Dogz let the dog out for the duration of the agreed time (s).
- Stefs Dogz comes to your home the agreed upon date/time for vacation care.
- Stefs Dogz makes sure the dog is picked up and delivered to the agreed upon address at the agreed upon times.
- Stefs Dogz reserves the right to advance, shorten or cancel the walk in extreme cold / heat, slipperiness (black ice / snow), thunderstorms or a weather alarm issued. This is always at the discretion of Stefs Dogz. If cancelled, a solution will be sought together with the owner.

### Payments

- Stefs Dogz works with the administration system of DoggyDoggy, where the system itself calculates the monthly fee to be paid by the customer. At the end of each calendar month DoggyDoggy sends, on behalf of Stefs Dogz, an invoice with the dates of the walks and the final amount for this month. Via an iDeal link in the mail you can pay this amount immediately, with a payment period of 14 days.
- If payment is not made after 14 days, the dog will no longer be walked.
- In case of repeated non-payment, Stefs Dogz reserves the right to dissolve the agreement.
- Stefs Dogz reserves the right to change prices, you will be informed in time.
- Vacation home care cancellation within 7 days is 75% of total amount gone.
- Vacation babysitting at home must be paid 14 days before the agreed date.
- If you come back from vacation earlier, the overpayment will not be refunded.

### Vacation and cancellation

- Cancellations must be made by telephone to Stefs Dogz at least one day before the agreed day of outing before 19:00. If canceled via whatsapp or email, there is in that case before 19:00 a confirmation of Stefs Dogz

received regarding the cancellation. If not cancelled in time, the full amount for that ride will be charged.

- Stefs Dogz reserves the right to temporarily suspend the dog walking service due to vacations, training or illness. Vacations and course days must be announced at least 2 weeks in advance.
- Stefs Dogz is closed during public holidays and will not walk the dog(s). This concerns New Year's Day, Easter Monday and Easter Monday, Ascension Day, Whit Monday and Whit Monday and both Christmas days.
- The owner of the dog may (outside the vacations of Stefs Dogz) stop the walks for 3 consecutive weeks because of vacations, after this period the planned regular walks will be charged.
- Stefs Dogz has the right to cancel at any time; walks already taken must still be paid for by the owner of the dog.
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#### Other

- Puppies are allowed (in consultation) from 12 weeks.
- Uncastrated males may only be taken in consultation with Stefs Dogz.
- Dogs that bark excessively (for nothing) can be refused.
- Female dogs in heat are not allowed to join the dog walking service for at least 3 weeks. A private walk of 45 minutes is possible 'if space permits'.
- If a bitch is in heat without the knowledge of the walking service, Stefs Dogz is not responsible for a possible mating.
- Stefs may post photos of your dog on its website or social media. If you object to this, we will hear from you as soon as possible.
- If you have more than one dog to go with Stefs Dogz, then the above rules apply to each dog.
- The owner will provide sufficient food and medication for the dog during the vacation.
- Cats and other animals are the responsibility of Stefs Dogz. Stefs Dogz cannot be held responsible for any damage caused by animals.