

## Terms of service

# hundebetreuung-ri

### contract-objective

Contract-objective is a daily or vacational care of the dog. There is the possibility to be advised and informed about extent and procedures before starting the contract.

### Vaccinations & health status of the dog

The dog owner ensures that the dog is healthy, free of any contagious disease und has all of the required vaccinations. Once a year the vaccination record is to be presented and a copy is to be handed out. In case of non-proper vaccinations **hundebetreuung-ri** has the right to withdraw from this contract. The dog owner ensures that the dog has received following vaccinations over the last year: rabies, hepatitis, distemper (Staupe), leptospirosis, parvovirus, kennel cough. The dog owner also ensures that the dog is being regularly treated for worms. The dog owner confirms this by signing the contract.

Contagious diseases like fleas or kennel cough need to be reported by the dog owner immediately. Taking care of the dog can't be guaranteed during this time.

We must be infroed about **bitches in heat at least 5 days** before arrival (additional costs: 20.00 CHF per day)

### Insurance and liability

The dog owner confirms that there is a valid insurance policy for the dog. A copy is to be handed out to the **hundebetreuung-ri** along with the customer information.

The dog owner takes responsibility for all possible damages caused by the owner, the dog or a third person. **Hundebetreuung-ri** can't be held legally responsible for any damage against people, things, assets or property that are caused during training sessions as well as damages and injuries of any kind caused by participating dogs.

The dog owner is legally responsible and liable for all possible damages caused by the dog during the time at **hundebetreuung-ri**.

In case of an emergency visit at the veterinary due to illness or accident while in care of **hundebetreuung-ri** the dog owner must provide for any upcoming costs. **Hundebetreuung-ri** is committed to conatct and inform the dog owner about the veterinary visit immediately.

In case that the dog gets injured while in care of **hundebetreuung-ri** upcoming costs are only taken on by **hundebetreuung-ri** if supervisory duty and / or negligence can be proven.

## Day- and holiday care opening hours

The dog owner is committed to pick up the dog after the holiday time. If the dog does not get picked up all further costs are to be settled by the dog owner. **Hundebetreuung-ri** is allowed to charge extra if necessary.

Holiday care: Should you not be able to follow your reservation **hundebetreuung-ri** asks you to inform **min. 20 days in advance**. In case of short-term annulation, the whole amount for the reserved holiday time is due.

Day care: In case of a day care **hundebetreuung-ri** asks for information and annulation **min. 24h** in advance. Short-term annulations are fully due.

Should an eventual delay of bring or pick up time be foreseeable, **hundebetreuung-ri** needs to be informed by the dog owner. Please note that we only accept phone calls, please do not use facebook or whatsapp for this information.

**In case of cancellation of holiday care, the rules are as follows!**  
**20 – 15 working days before appointment 50% will be charged.**  
**14 – 00 working days before appointment full price will be charged.**  
**There's no refund if you pick up your dog earlier.**

If a dog in holidays does not get picked up on time, the dog will be transferred to a animal shelter after 2 days. The animal shelter will be selected by **hundebetreuung-ri**. The dog owner takes on all costs related.

Bring an pick up time and date of day- and holiday care dogs is agreed on individually.

## Payment and information

Payment of day- and holiday care is due in **CASH** when picking up the dog. **Bring- and pickup day are fully charged.**

All Prices are inkl. 7.7% MwSt.

Payment by invoice only for regular day care dogs. (payment due in 10 days or else admonition).

In case of early pick up, days since registration will be accounted for. Prolonging a stay is possible.

Who wants to pick up the dog after opening hours on Sundays and on public holidays has to pay 50 % of the day- or holiday care price.

The customer information sheet filled out by the dog owner is element of the terms of service and needs to be signed and handed out. The dog owner is fully liable for any damages due to mistakes made or lack of information in the customer information sheet.

**Hundebetreuung-ri** is obliged to take care of the dog professionally and provide a dog suitable environment, stay and handling, according to the animal protection act and all its additions.

Changes of these regulations need to exist in written form. Verbal agreements are not valid, except for bring and pick up time.

All personal contract or invoice data are protected and never shared with or sold to a third party. The data is only used for invoice and internal processing.

By signing this contract, the dog owner confirms to have received and noted these terms of service.

Practicable law is swiss law and jurisdiction is **hundebetreuung-ri**.

**Hundebetreuung-ri** has a public liability insurance.

### **General terms**

Before admitting a dog, a personal first conversation with the dog owner and a try out stay in day care is arranged. Duration of the stay is determined by **Tier Art Hotel Hornussen**. The try out time is charged.

The **Tier Art Hotel Hornussen** must be informed about existing official regulations concerning the dog and the official document has to be presented and a copy has to be handed out.

Customer data from the **Tier Art Hotel Hornussen** will be handed over to the veterinary services (BLV) once a year.

**Verbal or written appointments are binding.**

Appointments that can't be kept must be canceled **min. 5 days in advance in verbal or written form** (please do not use facebook or text messages) or else **hundebetreuung-ri** will charge the total amount. If the dog owner does not show up for an appointment it will also be charged 100%.

**Hundebetreuung-ri** does not cover any expenses resulting from a pregnancy of a female dog nor for the born puppies.

**Hundebetreuung-ri** is entitled to let the dog wear a muzzle if necessary. Sick or injured animals can only be taken care of after arrangement with the veterinary.

**Hundebetreuung-ri** is allowed to refuse to admit a dog that shows any symptoms of a contagious disease and also to withdraw from any contract for this reason. → particularly if the dog owner has neither when bringing the dog or at pick up ever provided information. In that case the dog owner can claim no compensation, in particular regarding possible costs for further accomodations of the dog.