



General terms and conditions

With the conclusion of the contract the dog owner acknowledges the general terms and conditions of *Dogs – der Hundehort* centre and confirms in the care contract that he/she fully agrees with them.

The care time starts with the handing over of the dog and ends with the collection. The current prices can be found in the price list.

Payment for holiday stay: 50% in cash or bank transfer at the start of the holiday. Remaining amount on collection in cash or bank transfer.

Payment day dogs: Regular stays, by invoice at the end of the month.

Irregular stayers, cash payment upon arrival.

The day on which the dog is brought or picked up is considered the whole day of the boarding house. An exception is the day when the dog is picked up between 07:00 and 08:00 hrs. The dog owner or an authorized person picks up the dog. The day dogs can be brought and picked up from Monday to Friday from 07:00 to 08:00 and from 17:00 to 18:00, Saturday and Sunday after arrangement. The holiday dogs can be brought and picked up by arrangement from Monday to Sunday.

It is the *Dogs- der Hundehort* responsibility not to take a dog into their care if it appears to be ill, injured or if its behaviour is negative.

In the case of *Dogs- der Hundehort*, the pack attitude applies as a matter of principle. However, single or pair keeping is possible in exceptional cases.

Dogs- der Hundehort only accepts healthy, dewormed and flea-free dogs. It is recommended that the dog be

To be treated 3-5 days before entry with suitable means against ecto- and endoparasites. If the dog is a carrier of fleas and worms at the start of care, it will not be accepted or treated immediately and professionally by *Dogs- der Hundehort*. The costs for treatment and cleaning of the rooms including the surroundings will be charged to the owner.

Nasal kennel cough vaccination is recommended, but not compulsory. This vaccination should not have been administered more than half a year before entry.

In *Dogs- der Hundehort* there is no general vaccination obligation. Whether the dog is vaccinated regularly or not is the responsibility of the dog owner.

Dogs- der Hundehort rejects any liability in case of infection.

Dogs- der Hundehort can accommodate dogs that require medical treatment or special care. The final decision for this lies exclusively with *Dogs- der Hundehort*.

A corresponding contract must be concluded for the first care period. This contract is adjusted annually. All points of the contract must be truthfully and completely supplemented or answered by the dog owner. The contract for dog care is concluded as soon as it has been signed by both parties.

By signing the contract, the dog owner confirms that he/she has fully informed the *Dogs- der Hundehort* about any peculiarities of the dog (fear, aggressiveness, heat, infirmities, injuries, allergies, abnormal behaviour).

Possible changes to the given information between the time of the conclusion of the contract and the delivery date are to be communicated by the dog owner to the *Dogs- der Hundehort* immediately.

If the contract is terminated prematurely, before the agreed acceptance or delivery date, the dog owner can withdraw from the contract. In case of illness of the dog, *Dogs- der Hundehort* waives all cancellation costs.

If the dog owner can or wishes to withdraw from the contract prematurely for any other reason, the following cancellation conditions apply.

The dog owner is entitled to shorten a future or already running contract, whereby reference is made to the following cancellation conditions.

Furthermore, *Dogs- der Hundehort* reserves the right to reject a dog at any time or to terminate ongoing care without notice if one or more provisions of the GTCs have not been complied with or if the dog no longer feels comfortable or simply cannot integrate. The relevant assessment is carried out exclusively and conclusively by *Dogs- der Hundehort*.

Cancellation conditions/costs:

- For regular daily places at least 1 week before the deadline, no cancellation costs. If less than 1 week before the deadline 50% of the booked days for the current month.

- In the case of irregular daily places at least 24 hours before the deadline, no cancellation costs.

If less than 24 hours before the deadline, the full daily rate.

- For holiday sites at least 2 weeks before the deadline, no cancellation costs. If less than 2 weeks before the deadline, 50% of the booked holidays.

- No cancellation costs if the dog owner shortens the holiday days at least 1 week before the deadline. If less than 1 week before the deadline, a flat rate of CHF 150.00 will be charged.

If the owner cannot pick up the dog on the agreed day, he/she must immediately inform the *Dogs- der Hundehort*. All subsequent costs according to the valid price list are at the expense of the dog owner.

If the dog is not collected, it will be returned after 10 days to an animal shelter of the dog's choice. The costs arising in this connection will be charged to the dog owner.

By signing the care contract, the dog owner confirms that he/she has sufficient personal liability insurance. The owner is liable for the following damages or for all resulting costs:

- Damages to persons, animals and objects, which are caused by the dog despite all care and precautions of the dog - the dog shelter.

- For illnesses of his dog or the necessary treatments.

- For injuries to his dog caused by his own behaviour.

- In case of infection of other dogs by concealment or ignorance of a disease of his dog or by ecto- and endoparasites introduced by him.

- In case of a covering by a silent heat of the bitch.

Dogs- der Hundehort has a business liability insurance and is responsible for all damage caused by its own fault and the supervision and care obligation was violated.

The dog owner is aware of the fact that in a pack attitude, with all its advantages, sometimes friction and wounds can occur. He was informed about it in the preliminary talk and agrees with the signing of the contract.

If, despite all precautions, a dog falls ill or suffers an injury, *Dogs- der Hundehort* will visit a veterinarian of its choice in an emergency and inform the dog owner(s) as soon as possible.

In case of slight illnesses and injuries, *Dogs- der Hundehort* informs the dog owners as soon as possible and discusses the next steps with them.

The dog owner gives his consent with the handing over of his dog and takes over the resulting costs.

Should a dog die, run away and not be found again despite all care and precautions, the dog owner explicitly and completely renounces any compensation or claim for damages to *Dogs- der Hundehort*.

Dogs- der Hundehort undertakes to look after, care for and accommodate all dogs during their stay in a loving and respectful manner, in accordance with their behaviour and in an orderly manner.

Dogs- der Hundehort has a business liability insurance and is responsible for all damage caused by its own fault and the supervision and care obligation was violated.