



### **Rights and duty's client ( owner dog )**

#### **These general terms and conditions apply to every dog that joins the Tails and Numbers Dog Walking Service.**

- The owner must have an liability Insurance, he or she will be held responsible for the acts of their dog.
- The owner remains liable for damage caused by their dog to third parties
- The owner accepts that the dog can be dirty and wet when returning home. We always clean the dog if there is a towel present and try to bring the dog home as dry and clean as possible. An don't feed the dog a hour before the walk.
- The owner of the dog (s) must be available by telephone during the times of the walks.
- Your dog must listen to the basic commands. If this is not the case, the dog will stay on the leash during the walk.
- The owner of the dog (s) provides annual vaccinations against rabies, whine, parvo and kennel cough or you have a valid titre determination from the vet. And the males must be at least chemically castrated.
- The owner of the dog is responsible for the prevention of fleas, ticks and worms. If it appears that a dog has a (contagious) disease, plague or ailment, due to not timely or correct vaccination or anti-parasitic treatment, the resulting costs and lost income can be recovered from the owner..
- Any changes must be indicated before 8:45am on the day of the walk. If this takes place later, the full price of one walk will be charged.

### **Rights and obligations of the contractor( Dogwalkingservice Tails and Numbers)**

- The dog is walked for 45-90 minutes in groups or individually. Due to the pick-up and drop-off times of various dogs, your dog will be away from home for a minimum of 1.5 to a maximum of 4 hours.
- Dog walking service Tails and Numbers is not liable for any injury, illnesses, infections, lameness or loss of your dog, I will do everything in my power to prevent this.

Signature:

Date:

- If something happens during the transport and/or on the walk of your dog then dogwalkingservice Tails and Numbers has the right to go to the nearest veterinarian to have your dog treated. The costs are at all times for the owner.
- Dogwalkingservice Tails and Numbers will always treat the dog(s) with the utmost care and love.
- Your dog will receive a collar during the walk where the phone number of Tails and numbers will be displayed.
- Tails and Numbers is not liable for damage / burglary, unless it can be demonstrated that it is due to abuse by the key made available to it. Both parties sign a key contract and the keys are only labeled with the name of your four-legged friend.
- Dogwalkingservice Tails and Numbers pick up the dog and brings the dog home at the agreed address.
- Dog walking service Tails and Numbers reserves the right to exclude the dog (s) even during a contract. Dog walking service Tails and Numbers can do this for example because of repeated unacceptable behavior of the dog without refund of the subscription costs.
- Extreme In extreme weather conditions such as heat, extreme cold, heavy rain, thunderstorms, storm, slippery weather and heavy snow showers, dog walking service Tails and Numbers may shorten or cancel the walk for safety reasons. In case of extreme heat (27 degrees or more) dogs over 10 years old and short-nosed dogs are excluded for the walk for their own safety. These walks cannot be overtaken, this is force majeure.
- Walks that have been canceled in time can be scheduled again up to four weeks after the day in question. This is only the case for the subscription service.
- There is no walking on national holidays such as Easter, Pentecost, King's Day, Ascension Day and the Friday after Ascension Day and from Christmas until the first week of the new year.

## **Subscriptions & Payments**

- When entering into a subscription, you pay the agreed amount for 12 months, regardless of holiday. If the walk is canceled on time, regardless of which party, the walk may be made up within 4 weeks in consultation.
- The monthly subscription costs are based on 45 weeks per year, the other 6 weeks are my vacation days and five study days that you do not pay of course, these are already settled in the monthly amount.

Signature:

Date:

- Invoices for the subscription service are sent in advance by e-mail on the last week of each month and must be paid within for the first of the month. Any additional walks will be invoiced afterwards.
  
- Subscriptions have a notice period of 14 days.
  
- Strip tickets are available for 10 or 20 walks and are valid for 6 months and no refunds are possible.
  
- If the payment term has passed without payment being made, a reminder will follow. Failure to do so for the following 10 days will be followed by a notice of default increased by € 25.00 administration costs. If the claim has to be handed over to a collection partner, the agreement will be terminated immediately and all resulting costs will be recovered from you.
  
- There will be an annual price indexation that will be communicated two months before the start of new prices. I use the CPI published by Statistics Netherlands.

At Dog Walker Tails and Numbers everything is negotiable with regard to your dog, so do not hesitate to contact us for questions or comments.

Patricia Kreffer

Signature:

Date:

## GDPR

### (General data protection regulation)

What information do we have from you?

#### On paper:

Name and address details

telephone number

E-mail address

Dog (s) details

#### In our accounting program:

Name and address details

telephone number

E-mail address

#### Why do we collect this data?

Related to the agreement that comes about after you have registered as a customer.

Communication, who do we approach in relation to situations with your dog and information regarding holidays and changes.

Name and address details, to pick up and bring the dog to the right address.

Invoicing of the services to be purchased.

Law and regulations, legally required and control tax authorities.



#### Definitions:

Dog: Where the term dog is used, this can also be seen in the plural, if it concerns several dogs from one and the same customer.

Dog walking service: The service where I pick up the customer's dog at home and walk it in a group or individually and then bring it back home.