



By using the services of Dog Walking Service VID you agree to the following conditions:

## General

- Your dog is well-socialized with people and animals
- Your dog is allowed to walk off-leash and knows basic commands (Stay, Here, Sit, Down)
- Walks last approximately 60 minutes
- Dogs who participate with a membership will receive a collar with our phone number and/or the owner's phone number. The collar also has a GPS tracker
- In extreme weather conditions, we adjust our services where possible to ensure dogs are not at risk to their health. For example, we might operate an earlier schedule to avoid the hottest hours
- In the event of a weather alert, extremely slippery conditions, or life-threatening circumstances, dogs will not be walked.
- VID Dog Walking Service is closed on national holidays (unless otherwise agreed). There is also a two-week summer closure, which will be communicated well in advance
- VID Dog Walking Service reserves the right to refuse dogs in advance if it believes they could pose a danger to other dogs or people
- Dog Walking Service VID reserves the right to amend the Terms and Conditions and price quotes
- Dog walking service VID is obligated not to duplicate the key, not to provide it with an address, and to store it carefully
- Dog walking service VID will only carry the key on the days the dog is being walked. In case of loss or theft, the owner will be notified immediately. Dog walking service VID cannot be held liable for any resulting damage
- The owner of the dog(s) must be available by phone during walking hours
- Dog Walking Service VID reserves the right to exclude dogs due to repeated unacceptable behavior
- In the event of repeated violation of the agreed rules and Terms and Conditions by the dog's owner(s), Hondenuitlaatservice VID reserves the right to terminate the agreement. Any fees already paid will not be refunded
- The dog's owner must notify us of any vacations as early as possible, at least two weeks in advance
- The dog will be picked up and dropped off at the agreed times. Deviations from these times are only permitted if they fit within the schedule
- A scheduled walk can be canceled up to 24 hours in advance. This walk can be rescheduled for another day within three months
- No refund will be given if a scheduled walk is canceled less than 24 hours in advance

## Health

- Dogs participating must be vaccinated against Weil's disease, Parvovirus, distemper, and kennel cough. Proof of this must be provided with their dog passport

- Dogs in heat, sick dogs, and puppies are unfortunately not permitted
- Dog walking service VID reserves the right to temporarily or permanently withdraw a dog from the group if it is suspected or suspected of having a contagious disease
- Dogs participating must be regularly treated for fleas, ticks, and worms

### **Damage/liability**

- The dog's owner must have third-party liability insurance that covers the dog
- The dog's owner remains liable for the dog's actions (before, during, and after the walk)
- Any costs for medical care and damage to third parties will be recovered from the dog's owner. If it is unclear which dog caused the damage, the costs will be divided between the dog owners
- Dog Walking Service VID is not liable for any injuries, illnesses, infections, or for the dog running away
- After the walk, the dog may occasionally be wet or dirty. Any damage to your property cannot be recovered from Dog Walking Service VID
- Dog walking service VID is not liable for damage caused to/by the dog
- Dog walking service VID is not liable for damage/burglary in the home, unless it can be demonstrated that it is due to misuse of the key provided to them

### **Finance**

- Invoices will be collected prior to the start of the new period if authorization has been granted
- Payment must always be made prior to the start of the next period. If direct debit is not being used, payment must be made by bank transfer (you can use the payment link on the invoice)
- Dog walking service VID has a 30-day cancellation period. If the dog is no longer traveling with you immediately, any payments already made will not be refunded
- If payment is not received after the third reminder, a 15% increase will be added to the total amount. If payment is not received, a debt collection agency will be contacted
- A 10-ticket card expires 3 months after purchase
- A subscription holder's dog always has priority over the holder of a ticket or individual walks