

GENERAL TERMS AND CONDITIONS

We commit to arrange that your dog will be well-cared according to your wishes as far as possible during its stay in our place.

By entrusting your dog to the care of **DOGGY PARADISE**, these General Terms and Conditions are said to be accepted.

Opening Hours: 08:30 - 17:00

Visit us: during the opening hours you are welcome to visit DOGGY PARADISE at any time.

Advice: Please make an appointment in case you would like to have advice in German, English or French. It would be our pleasure to inform you about the daily routines and discuss all details with you.

Hour of Trial

Before a longer stay, your pet should already get familiar with **DOGGY PARADISE**. Therefore, we offer an hour of trial for you and your dog (1-2 hours). This initial interview serves to determine for both parties if boarding is to be considered. In addition, your dog will have the experience of knowing that the stay is just a holiday and that it will be picked up again.

Reservations

Reservations made are considered as binding contracts.

Cancellation / Early Pick-Up

If your dog cannot stay with us the entire time planned, we kindly ask for immediate notification.

Check-In and Check-Out

You can bring or pick up your dog during the opening hours or by appointment.

If your dog is not picked up after 10 days without notification, it will be passed on to animal shelter or the like. Any ensuing costs will be invoiced to the owner.

Prices / Conditions for Payment

On arrival, as a first time customer we would like you to pay (at least) 50% of the entire amount to be paid in cash or bank transfer on site. The remaining amount is to be paid on pick up day - day of departure (cash or bank transfer).

Requirements

The dog must have been vaccinated on the recommendation of a Veterinarian. The dog should be treated against ticks, fleas and worms. For that reason, please bring the original vaccination certificate with you.

Feeding

The fixed daily price does not include food. It is always best that your dog gets the food it is used to. Please bring enough food for the entire stay.

Should your dog need any medication, please bring all needed meds for the entire stay (labelled with name and instructions).

Illness, Injury, Accident, Hygiene, Care

The pet owner agrees that his pet is allowed to move freely on the ground of **DOGGY PARADISE**. However **DOGGY PARADISE** is not liable for injuries that may arise from disputes within the groups of supervised dogs.

The pet owner is liable for the damages caused by his pet to people or assets on the ground of **DOGGY PARADISE**.

We cannot be held responsible for damage or loss of items that have been brought in (baskets, T-shirts, blankets, toys, etc.).

Should the dog show signs of illness, injury or lack of hygiene, **DOGGY PARADISE** is authorised to consult a veterinarian or suitable specialist; the ensuing treatment costs shall be paid by the owner. With your permission (we will ask you) minor injuries or discomforts will be treated on site with natural medicines by the Naturopath (owner).

For any disease introduced, the pet owner shall bear the costs for treatment of the other animals and for losses in sales, etc.

In case, despite our greatest care, your dog should run away and damage occur to people or property or to your dog, the costs shall be borne by the pet owner.

DOGGY PARADISE is not liable for non-culpable loss of the animal.

Heat

Females that are not spayed will not be accepted while in heat. If a female goes into heat during the stay, a surcharge will be applied for the extra effort per day and per dog; the females must be picked up immediately. If, despite all efforts, a female should become pregnant **DOGGY PARADISE** will not take over responsibility.

Packing List / Things to Bring

- The filled out Terms and Conditions Form, Data Sheet with signature (only the first time.)
- Original vaccination certificate
- Animal hospital ID (if any)
- Sufficient food for the entire stay (labelled with name and amount to be given)
- Medication or other remedies your dog requires in sufficient amounts for entire stay (labelled with name and instructions)
- Collar for small dog and harness for big dog. (Please, no chain or studded collars: risk of injury),

You may also bring the following if you wish:

- One of your dog's used blankets so that we can make its bed as comfortable and familiar as possible
- Something that has been worn that smells like you for putting in your dog's bed at dream-time

As the owner of the dog, I have read, understood and declare that I agree with the "General Terms and Conditions" by my signature below.

Name of dog: _____

Name of pet owner: _____

Date: _____ Signature: _____