



BOOKING TERMS AND CONDITIONS

CAROLE TOMASZEWICZ
ZURCHERSTRASSE 126
8903 BIRMENSCHDORF

1 GENERAL

1.1 This is a legally binding contract between the dog carer, WagTime Walker, and the dog owner. The dog carer is also referred to as “we”, “us”, and “ WTW”. The dog owner is also referred to as “you” and “DO”.

1.2 The dog owner is the person who signs the booking form and agrees to the Booking Terms and Conditions associated set out by us, WagTime Walker. The DO must be at least 18 years of age at the time of booking. By signing and completing the booking form you confirm that you are legally authorised to make the booking.

1.3 Only named dogs signed in by the DO are accepted.

1.4 WTW is providing you with dog walking, dog sitting and/or dog visiting services in small groups no larger than 5 at a time, or privately - henceforth referred to as “services”.

2 BOOKING OF SERVICES

2.1 In order to prevent misuse of services, WTW shall ask you to verify your identification data when using WTW's services for the first time.

2.2 You ensure that WTW is informed and up to date with your and your trusted person's emergency contact details in order for WTW to be able to contact you or your trusted person if required.

2.3 You provide a copy of your dog's passport / vaccination record with proof of the vaccinations that we can keep with us to show in case authority may require it.

2.4 In the event of inclement weather, act of terrorism, war, diseases or other occurrences outside of the control of WTW, we shall endeavour to do the best by you and your dog(s) and provide the service requested by you, but may need to adjust with a third party's help under such circumstances or cancel the requested services.

3 LIABILITY

3.1 WTW possesses a valid business liability insurance.

3.2 You are obligated to ensure having valid liability insurance cover for your dog(s). You accept liability and responsibility for all damages caused by your dog(s), including in vehicles or in premises used by WTW.

3.3 Your dog/s must be house trained so as to avoid rough contamination of vehicles and premises used by WTW. WTW is permitted to charge you for the clearance of damages or rough contamination should it occur.

3.4 We strongly recommend that your dog(s) is(are) insured against sickness, accident, injury in addition to the obligatory third-party liability prior to the start of any of our Services.

3.5 Whilst we endeavour to take every reasonable care at all times, WTW does not accept liability or responsibility for loss, personal injury, injury to animals, any kind of theft, incapacitation or death of animal(s) caused during the provision of services due to their highly unpredictable nature.



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- 3.6 WTW does not accept responsibility or liability for any accident or illness of your dog(s).
- 3.7 You are liable for any consequential damages incurred due to missing vaccinations required by the Swiss law, e.g.: (Rabies) and canine cough protection with special regards to infecting other dogs.
- 3.8 You agree that if your dog(s) attacks, or is involved in a fight with another dog and/or person causing injury to that dog and/or person and/or object directly or indirectly, you will be responsible for any losses incurred as a result including, but not limited to, payment of veterinary/health fees in respect of injuries to another animal and/or person caused by your dog(s).
- 3.9 WTW shall not accept any liability for compensation to you concerning our services, unless the damages are caused by gross negligence or wilful intent from the side of WTW.

4 HEALTH AND SAFETY, VETERINARY COSTS

- 4.1 You must disclose any suspicion or presence of illness of your dog(s) admitted to WTW services. WTW does not accept responsibility or liability for ill dogs and the associated consequences (see 3. Liability)
- 4.2 You shall be promptly informed by WTW in the event your dog(s) experiences physical or psychological problems or if your dog(s) displays settling-in problems which exceed what is normally expected.
- 4.3 WTW will use all care to ensure the happiness, safety and welfare of your dog(s). If, however your dog(s) becomes unwell or has an accident during the time using WTW's services, WTW are fully authorised by these terms to seek and obtain veterinary care with release from all liabilities related to treatment, expense and transportation.
- 4.4 You must ensure that your dog(s) has received all vaccinations as required by Swiss law and canine cough protection minimum 2 weeks before using our services, especially before admission to our dog home care. Should this not be the case, WTW can withdraw the services contract and charge you a cancellation fee of 50% of the total costs of services booked for a 2 week period.
- 4.5 You agree for WTW and advice from a qualified veterinary surgeon to make any decisions regarding your dog's health/welfare, providing it is acting in the best interest of your dog(s). WTW will seek to contact you and/or your trusted person on the previously mentioned emergency contact number (2.2), so you or the trusted person on your behalf can make these decisions.
- 4.6 You agree to be responsible for payment of veterinary fees incurred. You are responsible for any veterinary bills, no matter how they incurred whilst your dog(s) is/are using WTW's services.
- 4.7 Be aware that your female dog(s) in season cannot be admitted to our services unless not explicitly agreed with WTW. In the event you use WTW's services whilst your female dog(s) is/are in season and neglect to disclose this to WTW, you will be liable in the event of any damages. Any costs thereby incurred shall be borne by you. WTW may be required to separate your female dog(s) or refuse their stay. All costs for booking will still be incurred by you.
- 4.8 In conjunction with 4.7 - In the event that your female dog(s) should go in heat during her stay at WTW, we reserve the right to immediately cancel the requested services in the event any male dog(s) is using our services at the same time.



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5 DOG WALKING & DAYCARE SERVICES

- 5.1 WTW is authorised to perform care and services as outlined in this contract.
- 5.2 Trial walk(s) and day(s) with WTW are mandatory. It is helpful for the dog(s) emotional wellbeing and sense of security, and enables WTW to check whether the dog(s) is/are able to settle in. Trial walks and/or stays are charged according to the regular price list.
- 5.3 WTW will consult with you to provide information regarding your dog's walk and/or stay with us and/or during the dog walking service.
- 5.4 You must disclose any peculiarities regarding diet and medical care upon the dog's admission to WTW services.
- 5.5 WTW shall ensure each dog accommodated in WTW's home and/or using other services has sufficient off-leash time on the enclosed private ground and/or on outside walks during their stay where appropriate. Safety of the dog and others is always considered.
- 5.6 WTW will feed only as per your request and with food provided by you. Should you forget to supply food, WTW will aim to provide the same or similar. You shall reimburse WTW for any additional expenses incurred during the services requested by you including, but not limited to any additional food supplies, bedding, transport, cleaning costs, legal costs and third-party care if required.
- 5.7 You acknowledge that your dog(s) is handed over to WTW care, respectively in its services at your own risk. This expressly refers to other dogs admitted to WTW's services and/or clashes between the dogs and any resulting injuries, as well as the dog's escape from the grounds or from any place where the services take place.
- 5.8 You shall collect your dog(s) promptly upon expiry of the agreed duration of stay.
- 5.9 In the event that access is required to your personal premises, e.g.: keys or a code are required for WTW to be able to collect from and/or leave your dog(s) in your premises, WTW ensures to take good care of opening and locking your premises and moving your dog(s) in and outside the building. However, WTW does not accept any liability and responsibility concerning any damages happening within your premises and/or building, and/or losing the keys. A visit is required to the premises beforehand by WTW.

6 ARRIVAL AND COLLECTION TIMES (DOG WALKING AND SITTING SERVICES)

- 6.1 Pick up and drop off times and location will be agreed with you upfront.
- 6.2 In general, we aim for times to either pick up dogs in the morning between 8h-8h30 and drop them off around 10h00, or after our early afternoon walk, usually after 15h00. Actual walking times vary aimlessly to keep things flexible where possible.

7 RESERVATIONS AND CANCELLATIONS

- 7.1 Cancellation by you: Bookings are generally binding. Cancellations are of course possible by both parties, however, reserved places cannot easily be filled at short notice. For this reason, the following rule applies to cancellations:

Dog walking & sitting services, please allow:



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- Up to 7 days before start of the requested services: free of charge
- From 7 days before start of the requested services: 50% of the total fee will be charged
- On the day of the requested services: the total fee will be charged

7.2 Cancellations by WTW: In the event WTW is unable to render the agreed services for unforeseeable event, respectively important reasons, we may cancel the requested services.

7.3 Should your dog(s) develop behavioural issues that cause major difficulties for WTW to provide its services or would endanger other animals, persons or objects, WTW can cancel the requested services with immediate effect. Would you experience such behavioural issues (e.g.: your dog(s) attacking bicycles, people, children, etc.) please immediately inform WTW so as to consider a sustainable solution for both you and your dog(s).

7.4 In the event of booking commitment withdrawal by WTW, you shall not owe WTW any payment for non-rendered services.

8 PAYMENT INFORMATION

8.1 Payment shall be made following PDF invoice monthly and paid via bank transfer or TWINT for the entire service posteriorly, within 7 days.

8.2 WTW reserves the right to impose a fee of CHF 10 per invoice outstanding after 7 days, and additional CHF 5 per week following.

9 IMAGE RIGHTS AND HOMEPAGE

9.1 WTW regularly publish photographs of our dogs in our social media and homepage. Unless you expressly object to this, you hereby provide your consent and shall not assert any claims to images or photographs against us.

9.2 WTW does not accept liability or responsibility for the contents of any pages referenced by an external link.

These are our Standard Terms and Conditions and shall be enforced where it is deemed appropriate. WTW have a successful, friendly, and open/honest relationship with clients and in any situation will try and work with clients in the event of financial difficulty, complaint or concern, for a resolution that it mutually agreeable and suitable for all parties.

Our aim is to always work together with you, the client. We are committed to developing relationships with clients and being able to support where possible.