

## Terms and Conditions

### 1. Definitions

- 1.1. Contractor: PetzCare animal care animal hostel.
- 1.2. Client: Pet Owner, entering into agreement with PetzCare.
- 1.3. Agreement: The agreement between client and contractor meaning the intake form.
- 1.4. The animals to take care for: the animals for which the contractor on behalf of the Client takes care of.

### 2. General

- 2.1. The general conditions apply to the agreement, unless expressly deviated from. Only a written request to PetzCare, with a written confirmation that the contractor agrees, can lead to a deviation from the general conditions. This shall not affect the remaining provisions.
- 2.2. The contractor reserves the right at any time without giving any reason to change the terms, website and rates. The Contractor shall notify the client in case of changes on the website.

### 3. Rights and obligations of the client

- 3.1. Client declares that data and information is provided truthfully and complete.
- 3.2. The client is always responsible for damage caused by the omission or incorrect input of the necessary information.
- 3.3. Client provides sufficient necessities such as food, cat litter, hay, straw etc. and if applicable appropriate medications. If this is not the case, the contractor buys the supplies and the costs are passed on tot he client.
- 3.4. The client ensures that the contractor has access to the place where the animal to care for which the agreement was concluded, is located. The door and lock ought to function normally.
- 3.5. The customer shall ensure that the animals have been vaccinated appropriatel and on time. Client is responsible for the presence of an up to date vaccination booklet.
- 3.6. The customer shall ensure that pets are free of pests like fleas, worms, ticks etc. Pets must be de-wormed and de-flead prior to the care period.
- 3.7. Contractor is not liable for contamination of your pet with fleas and / or worms.
- 3.8. Client, if living in a paid parking zone, ensures that there is a valid parking ticket available. If this is not there, parking costs are charged to the client.
- 3.9. The client is not charged cancellation fees due to an oral / written cancellation.

### 4. Rights and obligations of the contractor

- 4.1. The Contractor shall provide its best care for your pet (s).
- 4.2. The Contractor may, without giving any reason, refuse the request for care before, during or after the intake interview.
- 4.3. The contractor reserves the right to put the provision of childcare services stop due to a busy schedule, holidays, sickness, etc .. This does not affect already made arrangements.
- 4.4. The contractor will tell her holiday on time.



## 5. Privacy

- 5.1. Your data will only be used by PetzCare and not disclosed to third parties. This shall be the exception to the vet and any replacement care taker (see section 4.4).
- 5.2 Your key is labeled with numbers that they can not be resolved to your home.
- 5.3. After the care taking period the contractor keeps your key still in possession, in case you are delayed. PetzCare will take care of the animals until you return. These costs are charged to the client..
- 5.4. After the agreement PetzCare saves your data, so there is no new intake interview may be found in a subsequent agreement.

## 6. Health

- 6.1. Contractor does not take care for sick animals, when this disease is transferred by contact with humans. This is to take care to prevent contamination of other animals and own animals. Think for example flu, giardia, etc. If in doubt, the attending veterinarian will be able to be asked for a review.
- 6.2. In case of health problems during the contract, the contractor retains the right to consult a veterinarian. This is done where possible in consultation with the client. The Contractor will always try to go to the vet of the client. If this is not possible, the contractor will go to the veterinarian. In the case of life-threatening situations, the contractor will always act in the best interest of the animal.
- 6.3 In case of death or necessary euthanizing of the animal, the contractor will always first contact the client, so there is the possibility for burial or cremation.

## 7. Damage and Liability

- 7.1. The client is the owner of the animals under Dutch law liable for material and immaterial damage that make the animals from the client to others or the property of others. PetzCare is therefore in no way liable for this.
- 7.2. PetzCare can't be liable in any way for any illness or death of the fit animals.
- 7.3. PetzCare is not liable for damage to property of the customer by reason of behaviour of the animals or, in the case of unavoidable events.
- 7.4. PetzCare is not responsible if someone broke in the house during the agreement.
- 7.5 PetzCare will do its utmost to prevent the escape of animals, when this happens because of force majeure anyway, or when pets leave do not return to the outside or death, it is not liable.

## 8. Payments

- 8.1. All prices include VAT 21%.
- 8.2 The client receives from the contractor an intake form with the amount. The rates payable are to be paid in cash upon delivery of the keys to the caring period. At least 4 days before start the rates payable are delivered via a transfer to the account number of the contractor. If there have been other costs such as parking fees, then afterwards sent an invoice.
- 8.3. If the care is flexible and determine not advance, the bill is sent afterwards.

## 9. Disputes and applicable law

- 9.1. Should the client have a complaint against the contractor, this should be made known in writing to the contractor no later than two weeks after the contract end date.
- 9.2. The commission contract and these terms are governed by Dutch law.
- 9.3. Nullity set aside a portion of these Terms and Conditions does not have the nullity or annulment of any provision of these general terms and conditions.

