

PETZCARE

rabbit hotel & rabbit grooming salon

iepenlaan 22 1424PA de Kwakel • www.petzcare.nl • info@petzcare.nl • (06) 55689668

Terms and Conditions

1. Definitions

- 1.1. Contractor: PetzCare rabbit hotel and rabbit grooming salon.
- 1.2. Client: Pet owner who enters into the agreement with PetzCare.
- 1.3. Agreement: The agreement concluded between the client and the contractor by means of an intake form.
- 1.4. The animals to be cared for: the animals for which the contractor cares on behalf of the client.

2. General

- 2.1. These terms and conditions apply to the agreement, unless explicitly deviated from. Only a written request to PetzCare, with written confirmation that the contractor agrees, can lead to a deviation from the terms and conditions. This does not affect the other provisions.
- 2.2. The contractor reserves the right to change the terms and conditions, website and rates at any time without giving reasons. The contractor will inform the client of changes by the website and sometimes a newsletter will be sent.

3. Rights and obligations of the client

- 3.1. The client declares to provide or fill in information truthfully.
- 3.2. The client is always liable for damage resulting from not mentioning or incorrectly mentioning necessary information.
- 3.3. The client provides medication if necessary. If this is not the case, the contractor will purchase the necessary items and the costs will be charged.
- 3.4. The client ensures that the pets to be cared for are fully and timely vaccinated. The client ensures the presence of a vaccination booklet.
- 3.5. The contractor is not liable for diseases contracted during the hotel stay.
- 3.6. The client, if living in a paid parking zone, ensures that a parking card is present. If this is not the case, parking costs will be charged to the client during taxi rides.
- 3.7. The client can change or cancel days free of charge one month before the stay period, after that 30% of the canceled amount will be charged. For a hotel stay of three weeks or longer, the client can change or cancel days free of charge two months before the stay, after that 30% of the canceled amount will be charged.
- 3.8. The day of bringing and picking up is always calculated. During the stay, no money will be refunded in case of a reduction of days.
- 3.9. During school holidays, only stays of at least one week can be reserved.



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4. Rights and obligations of the contractor

- 4.1. The contractor will take care of your pets to the best of their ability.
- 4.2. The contractor can refuse a hotel request or grooming request without giving reasons before, during or after email or telephone contact.
- 4.3. The contractor reserves the right to stop offering hotel services due to busyness, vacation, illness etc. For already made hotel appointments, a suitable solution will be sought together with the client if care cannot take place.
- 4.4. The contractor has the right to have other persons work at PetzCare, such as replacements during vacation/illness and students/volunteers.
- 4.5. PetzCare is not liable during a grooming session if the rabbit's hair does not look as expected and injuries occur to the rabbit, for example, due to the rabbit not sitting still or in case of severe matting, causing the skin to become very red after a clipper treatment.

5. Privacy

- 5.1. Your data will only be used by PetzCare and will not be provided to third parties. The exception to this is the veterinarian and any replacement. (see article 4.4).
- 5.2. After the agreement ends, PetzCare will keep your data so that a new intake conversation/intake email does not have to take place for a subsequent agreement.

6. Health

- 6.1. The contractor does not accept sick animals for care when the disease is transmissible through contact with humans. This is to prevent contamination of other animals to be cared for and to ensure of their own health. Think of, for example, e-cuniculi, myxomatosis, RHD, fungal infection, etc. in case of doubt, the treating veterinarian may be asked for an assessment.
- 6.2. In case of health problems during the stay, the contractor reserves the right to consult a veterinarian. This is done where possible in consultation with the client. The contractor will go to their own veterinarian in the area for treatment of the animal but can always ask the client's veterinarian for advice. In life-threatening situations, the contractor will always act in the interest of the animal. The costs are for the client.
- 6.3. In case of death or euthanasia of the animal, the contractor will always contact the client first, so that there is the possibility for burial or cremation.



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7. Damage and liability

- 7.1. The client, as the owner of the animals, is liable under Dutch law for material and immaterial damage caused by the client's animals to others or the property of others. PetzCare is in no way liable for this.
- 7.2. PetzCare cannot be held liable in any way for possible illness or death of the animals to be cared for.
- 7.3. PetzCare is not liable for damage to the client's property caused by the pets or in the event of unavoidable events.
- 7.4. PetzCare will do its utmost to prevent animals from escaping; if this happens due to force majeure or death, they are not liable.

8. Paymentsingen

- 8.1. All mentioned prices include VAT
- 8.2. The client receives a confirmation form with the amount from the contractor. The due rates must be paid in cash when bringing the animals or at the latest 14 days before the care takes place by a transfer to the account number. If there are any additional costs, such as veterinary costs or paring costs, an invoice will be sent afterward.
- 8.3. If the care is flexible or a grooming session is done and the price cannot be determined in advance, the invoice will be sent afterward.

9. Disputes and applicable law

- 9.1. PetzCare will do her utmost best preventing animals for escaping. When this happens or a animals dies, PetzCare is not liable for that. If the client has a complaint against the contractor, they must make this known to the contractor in writing, no later than two weeks after the contract end date.
- 9.2. Dutch law applies to the assignment agreement and these terms and conditions.
- 9.3. The nullity or destruction of part of these terms and conditions does not result in the nullity or destruction of all provisions of these terms and conditions.

10. Privacy statement

- 10.1. You know the privacy statement of PetzCare rabbit hotel and rabbit grooming salon which is on the website.

