

# Terms and Conditions

## 1. Definitions:

- 1.1 Dog: Where the term dog is used, this can also be seen in plural, if it concerns several dogs of one and the same owner.
- 1.2 Walk: The service where Happy Dog Psychology picks up the customer's dog at home, walks it within the agreed time and brings him or her home.
- 1.3 Puppy guidance: The service where the customer indicates what he or she wants to work on and Happy Dog Psychology guides and advises the customer until the customer terminates the agreement.
- 1.4 Consultation: The service in which Happy Dog Psychology diagnoses, draws up a plan of action and guides and advises the customer during the set time period described in the plan of action.
- 1.5 Offer/Agreement: The offer that Happy Dog Psychology sends after the intake interview with the customer to confirm one or more services with Happy Dog Psychology. When the offer is confirmed by the customer this becomes the agreement.
- 1.6 Service: This can be a walk, consultation, or puppy guidance. It means a summary of all possible services that Happy Dog Psychology provides.

## 2. Applicability:

- 2.1 These terms and conditions apply to any dog and customer who uses Happy Dog Psychology services.

## 3. Offer:

- 3.1 In the intake interview with the customer, Happy Dog Psychology makes an oral proposal for walks and/or puppy guidance and/or consultations.
- 3.2 The services will be performed within the agreed time.
- 3.3 The proposal allows for various time and service arrangements.

## 4. Participation agreement:

- 4.1 Happy Dog Psychology confirms the agreed service by means of an offer.
- 4.2 The offer shall indicate which services, by when, how often, on what days and at what price will be delivered.
- 4.3 The offer contains the customer's general information, such as name, address, postcode, city of residence, (mobile) phone numbers, email address and veterinary data.
- 4.4 The offer contains the general details of the dog, such as name, date of birth, breed, and details of behavior or medical history.
- 4.5 The offer indicates whether Happy Dog Psychology holds the customer's key.
- 4.6 The customer must fully agree to provide all relevant information regarding the dog (behaviour, medical history), which applies to and is of significance importance for participation in one or more of the services provided. Happy Dog Psychology bases its judgment on whether participation is possible on this data.
- 4.7 Only dogs with valid vaccination papers can participate in one or more of the services provided. The owner is responsible for timely and correct vaccination. The dog must be vaccinated against Dog Disease, Weil, Parvo and Kennel cough. Furthermore, the dog must be free of pests and treated preventively against fleas and worms. If it turns out that your dog has fleas or worms, then the services provided will not continue until the dog is flea and worm-free.
- 4.8 If it is found that the dog has an (infectious) disease, pest or ailment due to improper or incorrect vaccination or antiparasitic treatment, Happy Dog Psychology may recover the resulting costs and loss of income from the owner.
- 4.9 Happy Dog Psychology is not responsible for damage to the home/household effects caused by wet/dirty dog. Happy Dog Psychology makes the dog as dry/clean as possible with a towel.
- 4.10 The dog owner gives permission to Happy Dog Psychology to let the dog off leash by signing this offer.
- 4.11 The owner must declare if the dog is in heat in writing before 7 p.m. the day before the service. The dog will then remain on a leash.

4.12 The customer must have signed the offer and returned the offer to Happy Dog Psychology before the first session or walk.

4.13 With the return of the offer, the customer confirms the participation of his dog in one or more of the services offered by Happy Dog Psychology and the customer agrees to the information in the offer and the terms and conditions of Happy Dog Psychology.

#### 5. Duration and termination of agreement:

5.1 The termination of the agreement by the customer is subjected to a one month's notice. Except for the consultations, because the time period is fixed in the plan of action.

5.2 Termination of the agreement must be indicated in writing or by email.

5.3 The agreement is silently extended until the customer indicates that they want to terminate the agreement. Except for the consultations, because the time period is fixed in the plan of action.

5.4 The agreement can be paused for the customer's holidays if it is specified at least one month in advance.

5.5 Happy Dog Psychology will be closed during national holidays and any days to be determined, the cost of the services that are cancelled because of this will not be passed on to the customer. Public holidays are: New Year's Day, Good Friday, Easter, King's Day, Ascension Day, Liberation Day, Whit Sunday and Whit Monday, Christmas Day and Boxing Day and New Year's Eve. Holidays and extra days off are announced to the customer at least 4 weeks in advance.

#### 6. Prices and price changes:

6.1 The price is agreed prior to participation.

6.2 By default, the price includes VAT.

6.3 By default, travel costs over 7.5 km are charged at 0.19 p/km.

6.4 The pre-discussed price is confirmed by the specified invoice sent to the customer at the end of the month.

6.5 In case of price changes, the customer will be informed at least one month in advance.

#### 7. Payment conditions:

7.1 Happy Dog Psychology sends the invoice by e-mail, which the customer must comply with within 14 days.

7.2 When the 14-day payment period has expired without the payment being made, a reminder follows.

7.3 If payment after the reminder is not made in the following 14 days, default will follow, plus 12.50 euros administration fee.

7.4 If the claim must be handed over, the agreement will end with immediate effect and the collection costs will also be recovered to the customer.

#### 8. Terms of cancellation and amendment:

8.1 The customer can cancel the scheduled service free of charge until 12:00 the day before. In all other cases, the costs will be passed on to the customer.

8.2 The customer may change the fixed day set in the agreement up to 2 weeks in advance. If the customer passes this on too late, the costs of the fixed days for the next 14 days will be passed on together with the costs of the newly indicated day.

8.3 Happy Dog Psychology may cancel services at any time in case of unforeseen circumstances (such as unsafe weather conditions or illness). The costs are not passed on to the customer in such cases.

#### 9. Liability:

9.1 The customer must have a WA insurance policy in which the dog is included and will always remain liable as the owner of the dog, as well as any damage caused by the dog.

9.2 Happy Dog Psychology is not liable for (continued) damage to the dog due to illness, injury and/or disorders that the dog suffers during the service. Happy Dog Psychology will always make every effort to prevent this.

9.3 The keys held by Happy Dog Psychology are carefully preserved and not labeled with the address. Happy Dog Psychology is not liable for damage, loss or theft of goods in, on or around the customer's house and yard.

#### 10. Complaints:

10.1 A complaint must be communicated to Happy Dog Psychology by telephone within 24 hour and by writing within 48 hours.

10.2 Happy Dog Psychology will respond to the complaint within 24 hours after receiving the complaint.

10.3 If disputes arise, a third expert shall be appointed by mutual consent. The judgment of this third party may be decisive.

#### 11. Additional activities and costs during the customer's absence:

11.1 In case of illness or injury to an animal during participation, Happy Dog Psychology contacts the customer about the actions to be taken. If the customer is unreachable, Happy Dog Psychology undertakes the necessary actions in her eyes.

11.2 If Happy Dog Psychology deems it necessary, Happy Dog Psychology will take the dog (with or without consultation with the customer) to a veterinarian for assessment and treatment.

11.3 The extra time (12 euros per hour) and costs arising from 11.1 and 11.2 will be passed on to the customer.

#### 12. Privacy statement:

12.1 Happy Dog Psychology can process personal data about the customer by using the services of Happy Dog Psychology. Happy Dog Psychology can process the following personal data.

- Your first and last name
- Your address information
- Your phone number
- Your email address
- Pet details
- Veterinarian details

12.2 Happy Dog Psychology processes your data to contact you by phone if you ask for it, or to be able to contact you in writing if you ask for it. In addition, Happy Dog Psychology may use your personal data to carry out the agreement that has been agreed upon.

12.3 Happy Dog Psychology does not keep your data for longer than strictly necessary to achieve the goals for which your data is collected. Your data will not be retained for more than a year if no agreement is reached with you.

12.4 Happy Dog Psychology only processes your personal data to third party if necessary, for the implementation of an agreement with you, or to comply with legal obligations.

12.5 You have the right to correct or delete your personal data. You can send a request for access, correction, or delete to, [info@happydogpsychology.nl](mailto:info@happydogpsychology.nl). Happy Dog Psychology will respond to your request as soon as possible, but within four weeks.

12.6 Happy Dog Psychology takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss and unauthorized access. The website of Happy Dog Psychology uses reliable SSL Certificate to ensure that your personal data does not fall into the wrong hands.

12.7 Photos and videos of the dog taken during the services may be used on social media and for marketing purposes.