

## General terms and conditions

1. The pet boarding house takes care of the owner's animals for an agreed period of time. The animals are kept species-appropriate, cared for, groomed and provided with the agreed upon food. Bitches in heat cannot be taken in.
2. The owner of the animal is obliged to present the vaccination certificate as well as a certificate of a deworming treatment and leave both documents in the pet boarding house for the time of the animal's stay.
3. The owner of a dog confirms that a third-party insurance has been taken out, which covers damages caused by his animal to other animals, persons or things during the animal's stay in the pet boarding house. The copy of the valid policy is to be handed over to the pet boarding house when the dog is handed over.
4. If parasites (e.g. fleas, worms) are found on an animal, the affected animal will be treated immediately. The costs will be charged to the owner. Further arising costs for the co-treatment of other animals, which are affected as a consequence, must also be paid by the owner of the animal.
5. The owner of the animal confirms that he has informed the pet boarding house completely and truthfully about his animal.
6. The owner of a dog declares that he agrees that the dog may move on the pet boarding house grounds without a leash.
7. If special features of the animal become apparent during the stay at the pet boarding house, appropriate measures (e.g. individual housing) are taken.
8. If an infectious disease is detected in an animal, the owner of this animal bears the costs for the treatment of his animal as well as for the disinfection and co-treatment of animals it infected.
9. The owner of an animal agrees that a veterinarian is consulted if deemed necessary. The costs must be paid when the animal is picked up. The pet boarding house will try to talk with the owner of the animal by phone before treating the animal.
10. No compensation can be claimed for animals that have died due to illness or accident, with the exception of gross negligence. In the latter case the compensation is limited to a maximum of 500,- €.
11. The owner of the animal handed over for care obliges to pick it up again at the agreed time. Each additional day will be charged additionally. The amount is to be paid upon collection of the animal. If an animal is not picked up within 10 days and the owner did not get in touch or could not be reached, the animal is handed over to an animal shelter.
12. The agreed upon price is to be paid in advance by bank transfer or at the latest when the animal is handed over. Otherwise, the animal cannot be accommodated.
13. If the owner of the pet boarding house cannot accommodate animals at the agreed upon time due to illness or other reasons beyond his control, he can withdraw from the contract. However, he must inform the pet owner as soon as possible. In this case, no claims for benefits or compensation between the parties of the contract can be made.
14. The pet owner can withdraw from the contract free of charge up to 24 hours before the agreed start of his animal's stay at the pet boarding house. After this time or if the agreed

stay is not canceled, the owner of the pet boarding house is entitled to a compensation amounting to 25% of the agreed fee.