



Tierpension
Happy Feet

**General Terms and Conditions (AGB) of Tierpension
Happy Feet, Owner: Kathrin Simon**

Carl-Benz-Str. 9, 69207 Sandhausen

Phone 0172 1368195

E-Mail: info@tierpension-happy-feet.de

www.tierpension-happy-feet.de

1.1. The following terms and conditions (GTC) apply exclusively to all care and maintenance contracts (contractual relationship) concluded between the owner of the animal and/or the pet owner who takes care of the animal (pet owner) and the Tierpension Happy Feet (animal boarding house) as well as all services of the animal boarding house.

1.2 The subject of the contract with the animal boarding house is species-appropriate care and custody, care and supervision of the animal at the current prices according to the price list of the animal boarding house for the duration of stay agreed with the pet owner. (To be found on the Internet at www.tierpension-happy-feet.de/en/ at the respective animal).

1.3. The contract is concluded by the booking confirmation of the animal pension.

1.4. These terms and conditions can be viewed at any time on the Internet on the homepage www.tierpension-happy-feet.de (Terms and Conditions), on the reverse side or as a supplement to the care and nursing contracts and by posting them on the notice board in the boarding house.

2.1. For the protection and in the interest of all host and care animals, animals must be free of infectious diseases and parasites at admission, regularly dewormed and treated against fleas and ticks.

2.2 The pet owner must **inform the boarding house before the stay** about existing illnesses, incompatibilities, sensitivities, particularities of the food and veterinary care/medication of his animal. Otherwise, the boarding house reserves **the right to refuse admission and care**. The pet owner shall be liable for the full amount of any costs incurred by the boarding house. Furthermore, the boarding house will not cover any costs incurred by the pet owner as a result of the refusal of care.

2.3. **Rabbits** must have a current and valid vaccination: Myxomatosis, RHD and RHD2.

2.4. **Dogs** must have a valid liability insurance and a current vaccination protection (SHPILT). The deworming certificate from the veterinarian must be presented.

2.5. **Cats** must have a current and valid vaccination: RCP

2.6. The vaccination certificate must be presented to the boarding house before/at the beginning of the stay.

2.7. In case of emergency, the animal boarding house will try to contact the pet owner via the emergency number. Should veterinary treatment become necessary during the stay at the boarding house, the pet owner must pay all costs of the treatment and any necessary follow-up costs against proof. The boarding kennel is entitled to charge travel expenses and an expense allowance for a necessary visit to the veterinarian or veterinary clinic.

3.1. Each animal is admitted at the owner's own risk.

3.2. The liability of the animal boarding house for damages of all kinds is excluded, as far as legally permissible and as far as based on the typical dangers emanating from the animal, unless a damage is based on intent or gross negligence or on an injury to life, body or health (§ 834 S 2. BGB). Otherwise, any liability is limited to the typically foreseeable damage, but in total to no more than half of the total cost of the animal's stay in the animal boarding house (contract value).



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3.3. In the event of disruptions to the service of the animal boarding house, we will endeavour to remedy the situation as soon as we become aware of it, whereby animal welfare is our first priority.

3.4. The pet owner is obliged to make all reasonable contributions, in particular to comply with his information obligations, in order to ensure an undisturbed, smooth running and stay in the boarding house.

3.5. No liability can be accepted for objects/items brought along (e.g. baskets, pillows, blankets, toys).

4. Events of force majeure, which make performance considerably more difficult or temporarily impossible, entitle the respective party to postpone the performance of its services for the duration of the hindrance and a reasonable start-up period. The parties to the contract shall inform each other immediately of the occurrence of such circumstances, taking into account animal welfare.

5.1. The care and nursing costs for the duration of the animal's stay (total care fee) and other services and expenses are to be paid in advance and in full according to the current price list. (To be found on the Internet at www.tierpension-happy-feet.de/en/ at the respective animal).

All prices include the respective legal sales tax.

5.2. Unless otherwise agreed with the boarding house in individual cases, at least **60%** of the care and nursing costs for the duration of the animal's stay are to be paid by the pet owner as a deposit when booking.

5.3. At the latest when the animal is handed over, care and nursing costs for the agreed duration of the animal's stay must be paid in full in advance.

5.4. Dates for the delivery and handing over of the animal as well as for picking up and visiting the boarding house are only by prior arrangement. Arrival and departure days are calculated as full days of care and supervision.

5.5 Cancellation of booked care and support places (withdrawal) is possible free of charge up to 30 days before the start of care and booked stay.

5.6. Afterwards the animal boarding house will charge a cancellation fee for the cancellation

in the amount of 50 % from the 29th to the 15th day before the start of the care,

in the amount of 80 % from the 14th - 7th day before the start of the care,

in the amount of 100% from the 6th day until the day the care begins of the agreed total care remuneration.

In case of no show at the beginning of the care 100% per animal of the agreed total care fee. In case of early pick up before the agreed and booked end of the stay no refund will be made.

5.7. The pet owner is at liberty to prove that the aforementioned cancellation fees (flat-rate compensation) of the animal boarding house were not incurred or were not incurred in the amount claimed.



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5.8. Additional services, e.g. for an extended period of care and stay, additional expenses or expenses for necessary visits to the veterinarian, medication etc. must be paid in cash when the animal is collected.

5.9. Until full payment has been made, the animal guesthouse is entitled to a right of lien on the animal.

6. 1. The pet owner declares his explicit consent to the collection and processing of his personal data by the animal boarding house. The pet owner declares his explicit consent to the collection and processing of his personal data by the boarding kennel, which is necessary for the execution of the contract. You will find more details in our data protection declaration, which can be viewed and printed out at any time on the website www.tierpension-happy-feet.de/en/privacy.html .

6.2. The pet owner agrees that video and photo recordings may be made of his animal during his stay, which may be used for advertising purposes of the boarding house.

7.1. Should individual provisions of these terms and conditions be or become invalid or void, this shall not affect the validity of the remaining provisions.

7. 2. The legal domicile and place of jurisdiction is Sandhausen.

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