



Terms & Conditions (AGB)

1. Health Condition & Vaccinations

The dog owner confirms that the dog entrusted to The Best Friend Dog is free from contagious diseases and parasites, has been regularly dewormed, and has up-to-date vaccinations. The vaccination booklet must be presented no later than on the trial day.

The owner agrees that The Best Friend Dog may consult a veterinarian in case of an emergency, if prior phone contact with the owner is not possible in time.

All veterinary costs are to be covered by the owner.

2. Insurance

The dog must be covered by liability insurance. Any damages not covered by the insurance are the sole responsibility of the Owner.

3. Introduction & Trial Day

Introduction sessions take place Monday to Friday from 12:30 to 14:00 (max. 30 minutes - free of charge).

A trial day is only possible after an introduction meeting. During the trial day, the owner must be reachable by phone at all times. If the dog shows problematic behavior, it can be returned immediately.

The owner confirms that their dog is not aggressive towards people or other dogs. If you are unable to attend during the regular visiting hours, it

is possible to arrange an appointment after opening hours or on weekends. Such appointments are subject to a fee of CHF 50,-

4. Care Services

Daycare includes two daily walks (1-1.5 hours each), feeding, supervision, resting periods, and transportation in a climate-controlled dog vehicle.

Holiday care is available Monday to Sunday.

Grooming is available only for clients.

6. Cancellations

Day Care: Cancellations are free of charge up to 24 hours before the scheduled service. After that, 100% of the amount will be charged.

Holiday: Cancellations are free of charge up to 36 hours before the scheduled service. After that, 50% of the holiday stay amount will be charged.

7. Social Media

Photos of the dogs will only be published with the owner's Consent.

8. Payment Terms

Preferred payment method: **TWINT**.

Alternatively, cash or bank transfer.

Invoices must be paid within 7 days of issue!

9. Termination

The agreement may be terminated by either party with 7 days' notice before the end of the month.

10. Safety of dogs

The dog owner is required to provide complete and truthful information in the registration form, especially in the section regarding the **behaviour of their dog**. This information is essential to ensure the safety of the dog itself as well as the other dogs in the care of *The Best Friend Dog*.

The owner is aware of their dog's behaviour, including any **negative or specific behavioural traits**, and must disclose these in the form.*

Examples:

- The dog has a strong hunting instinct - in such a case, the dog will be kept on a leash, a professional flexi lead, or a long tracking line during walks.
- The dog tends to search for and eat food from the ground - in such a case, the dog will be kept on a leash, a professional flexi lead, or a long tracking line.
- The dog shows specific behaviour towards other dogs (e.g. unneutered males, dominance, etc.) - **5 trial days !**

The owner must indicate this in the form, and *The Best Friend Dog* will take appropriate measures to ensure the safety of all dogs.

The Best Friend Dog applies its experience, professional knowledge, and responsible approach to prevent any conflicts or risky situations. The owner confirms that they are aware of their dog's behaviour and have provided all necessary information to ensure safety.

11. Responsibility

The safety, well-being and health of all dogs in the care of *The Best Friend Dog* are my absolute priority. I do everything within my power to ensure a safe environment, professional supervision, and care with the highest level of attention and respect for every animal. However, it is important to understand that even though a dog daycare or dog sitting service may resemble a nursery, **we are still dealing with animals...**

According to **Article 56 of the Swiss Code of Obligations (Obligationenrecht, Art. 56 OR - Liability of the animal keeper)**, the **dog owner (animal keeper)** remains legally responsible for their dog

even during its stay at *The Best Friend Dog* or while receiving any other service (daycare, walking, grooming, etc.).

The Best Friend Dog does not assume any responsibility for injury, illness, loss, damage, or any other incident that may occur during the stay, unless it is the result of gross negligence or intentional misconduct by the provider.

Place of jurisdiction is Zurich, and Swiss law applies.

12. Attendance policy

To ensure consistency and a stable routine for all dogs, a **minimum attendance of once per week** is required.

Regular attendance helps each dog stay familiar with the environment, daily rhythm, and other dogs in the group, which supports a calm and positive atmosphere.

Dogs attending at least once per week also receive **priority booking** for overnight stays, weekends, and holiday care.

Daily Schedule

07:45 – 09:30 – Pick-up

10:00 – 11:30 – Walk

12:00 – 14:00 – Feeding and resting

14:00 – 15:30 – Walk

15:30 – 16:30 – Drop-off

Extra Pricing

- Food: CHF 5–10 / day
- Marking + Diapers: CHF 10 / month
- Unneutered male dogs: CHF 5 / day
- Female dogs in heat: CHF 10 / day / BY AGREEMENT !

If a dog marks or urinates inside the daycare premises, a diaper will be provided. This applies not only to male dogs, but also to female dogs who may show the same behaviour.

Registration form / CONTRACT

Between: The Best Friend-Dog, Zuzana Dano, Aufdorfstrasse 173, 8708 Männedorf **AND**

Dog owner:

Name:

Address:

1. Phone : _____

2. Phone : _____

E-Mail: _____

Emergency contact:

Name: _____

Address: _____

Phone: _____

E-Mail: _____

Dog informations:

Name: _____

Breed: _____

Birthday: _____ [] Male [] Female

Castrated: [] YES [] NO

Chipnumber: _____

Allergies: _____

Diseases: _____

Medications: _____

*Behavioral

problems: _____

Veterianarian

Name: _____

Phone: _____

Address:

DECLARATION OF INTENT FOR DOG CARE

The undersigned hereby expresses their interest in the care services of The Best Friend Dog and intends to use the following services:

DOG DAY CARE AND OVERNIGHT CARE**Dogs up to 20 kg:**

Daycare - CHF 75/day

Overnight stay (week) - CHF 85/day

Night (only) - CHF 40/day

Irregular - CHF 90/day

Subscription: 2-3 per week CHF 70/day, 4-5 per week CHF 65/day

Dogs over 20 kg:

Daycare - CHF 80/day

Overnight stay (week) - CHF 90/day

Night (only) - CHF 45/day

Irregular - CHF 90 - 100/day

Subscription: 2-3 per week CHF 75/day, 4-5 per week CHF 70/day

WEEKENDS AND HOLIDAYS CARE

Dogs up to 20 kg:

Weekends / Holidays - CHF 100/day

Dogs over 20 kg:

Weekends / Holidays - CHF 110-120/day

Discounts for longer stays upon request...

Signature

Date: _____

Signature of Dog owner:

Signature of The Best Friend-Dog, Zuzana Dano:



www.thebestfriend-dog.ch