

2026



GENERAL TERMS OF CONDITIONS



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Service - Annual subscription solo and group walk

- o Closing up an annual subscription for solo and group walk regards a reservation of a fixed dog walking day per dog.
- o Petpals Rotterdam operates with an annual subscription for a duration of 52 weeks and a cancellation period of one month.
- o In the annual subscription the dog owner agrees on monthly fixed regular dog walking days per week from Monday until Thursday.

Service - Catch-up walks

- o A digital registry for missed catch-up walks applies with the annual subscriptions. Missed walks can be caught up within 26 calendar weeks after date of missed walk. These expire after 26 calendar weeks and are non-refundable.
- o Missed walks must be communicated soonest to Petpals Rotterdam by dog owners.
- o One missed walk can be caught up as one walk (Monday – Thursday) or as one drop-in (Monday – Sunday). Catch-up days are based on availability.
- o Dog owners periodically receive an e-mail with an overview of their catch-up walks.
- o At termination of the annual subscription, customers have a maximum of two months' time to catch up missed walks. Afterwards, remaining walks expire and are non-refundable.

Service - Strip ticket solo and group walk

- o Strip tickets are valid for 52 calendar weeks from the issue date. After these weeks remaining strips expire and are non-refundable.
- o The strip ticket is valid from Monday until Sunday subject to availability.
- o 5 and 10 walk strip tickets are available for solo and group walks.
- o The strip ticket is digitally maintained by Petpals Rotterdam and periodically sent by e-mail.
- o Per booked dog walk will be crossed off from the strip ticket.
- o The strip ticket is used for:
 - The trial phase.
Unless agreed otherwise, a full strip ticket will be renewed by default with the same type of strip ticket. Petpals Rotterdam indicates in the trial phase when it is time to switch over to the annual subscription. These costs will be invoiced in the next invoice.
 - Walks in addition to the annual subscription.
Owners are requested to communicate soonest additional walk requests to Petpals Rotterdam. Petpals Rotterdam then assesses whether the request can be approved.
 - Daycare
Whenever a booking for daycare takes place on a regular group walking day, 1 strip is crossed off. This includes one drop-off back home at the end of the daycare.
 - Homeboarding
Whenever a booking for homeboarding takes place on a regular group walking day, 1 strip is crossed off. This excludes pet taxi.

General info on services solo and group walks

- o A solo walk takes up to 30 minutes and takes place in the dog's surrounding neighborhood. Petpals Rotterdam will shorten walks if necessary.
- o A group walk takes between 30 and 60 minutes, depending on the type of dogs, the condition of the dogs and the weather conditions. Petpals Rotterdam will shorten walks if necessary. Petpals Rotterdam operates with fixed group formations of in general five dogs per group. Group walks include a pick-up and drop-off. Group walks take place in various places determined by Petpals Rotterdam.
- o Dogs meant for group walks are social and physically healthy.

Service - Drop-Ins

- o A drop-in visit is an incidental service for dog owners. Drop-ins are up to 30 minutes per visit from Monday until Sunday based on availability. Petpals Rotterdam assesses each request individually.
- o A drop-in takes place at the home of the dog owner and its surrounding neighborhood.
- o On regular dog walking days drop-ins take place before or after planned dog walks.
- o At drop-in Petpals Rotterdam will cater to the needs of the dog in that period. It includes a quick potty break.



General info on services daycare and homeboarding

- o Daycare and homeboarding are incidental services for dog owners.
- o A maximum of two dogs simultaneously are welcome for daycare and/or homeboarding. This regards dogs that are social and fit for group walks. If otherwise the dog in question will be the only dog at daycare and/or homeboarding.
- o Only in combination to daycare and/or homeboarding a pet taxi service applies. Optionally, at request dogs are picked up and/or dropped off back home.
- o One test daycare or homeboarding will take place in advance for dogs that have not yet stayed over with Petpals Rotterdam before. This will be invoiced in the next invoice.
- o Dogs that stay in the daycare / homeboarding must be able to be home alone for a period of time.

Service - Daycare

- o Daycare is available from Monday until Sunday.
- o The duration of a daycare takes up to 6 hours.
- o Weekday Daycare (Monday until Thursday) for subscription holders
 - Daycare for up to 2 dogs:
 - For dogs that are social and fit for group walks.
 - Daycare starts before the first group walk and ends after the second group walk.
 - Unless agreed otherwise dog owners drop-off their dog at around 8.30 hour at the address of Petpals Rotterdam. Petpals Rotterdam will drop-off the dog after the second group walk by pet taxi.
 - Daycare for 1 dog:
 - For dogs that need sole private time and/or unfit for group walks.
 - Daycare takes place after completion of all walks and/or drop-ins on that day.
 - Unless agreed otherwise dog owners drop-off and pick-up their dog at the address of Petpals Rotterdam. Optionally, at request Petpals Rotterdam picks up and/or drops off the dog back home by pet taxi at extra charge.
- o Weekend Daycare (Friday until Sunday) for subscription holders and non-regular customers.
 - Daycare for 1 and up to 2 dogs:
 - Unless agreed otherwise dog owners drop-off and pick-up their dog at the address of Petpals Rotterdam. Optionally, at request Petpals Rotterdam picks up and/or drops off the dog back home by pet taxi at extra charge.

Service - Homeboarding

- o Homeboarding is available from Monday until Sunday.
- o The duration of homeboarding takes up to 24 hours with a start time at 6 p.m.
- o Dog owners pick up and drop off their dogs. Optionally, a pet taxi can be requested for pick-up and/or drop-off at extra charge.
- o During homeboarding owners provide their dog's passport.
- o Short- and Long-Stay Boarding from Monday until Sunday for
 - dogs that are social and fit for group walks.
 - group walk subscription holders.
- o Short-Stay Boarding from Thursday until Sunday for
 - dogs in need of sole private time.
 - solo walk subscription holders and non-regular customers.

Requests and bookings

- o Dog owners are requested to submit a request for a dog walk, drop-in, daycare or homeboarding soonest.
- o Each submitted request is assessed individually from Monday until Thursday by Petpals Rotterdam. Once approved these requests are regarded as confirmed bookings. Confirmed bookings will be added to the next invoice.
- o A request to permanent changes to the subscription need to be communicated one month prior.
- o Essential information at time of request for daycare and homeboarding:
 - Daycare: the desired daycare date, start and end time of the daycare and whether a pet taxi for pick-up and/or drop off is needed.
 - Homeboarding: the desired start and end date of the homeboarding, the desired drop-off and/or pick-up time if needed or otherwise optionally whether a pet taxi for pick-up and/or drop-off is needed.

Cancellation policy

- o Annual subscription, Strip tickets and Drop-Ins of solo and group walks
In case dog owners cancel a booked dog walk or drop-in, Petpals Rotterdam requests to be informed at least 24 hours before start time. Whenever a booked walk or drop-in will be cancelled within 24 hours, no-shows, and without notice



nonetheless, this walk or drop-in will expire. This walk cannot be caught up at another moment. In case of vacation, Petpals Rotterdam requests to be informed at least two weeks before the start of the vacation. Whenever the cancellation takes place within one week, this cannot be caught up anymore at another moment.

- o Daycare and homeboarding
In case dog owners cancel a booked daycare and/or homeboarding with optional pet taxi service, Petpals Rotterdam requests to be informed at least 72 hours before start time. A cancellation within 72 hours, no-shows, and without notice results to:
 - a charge of 50% of the total amount due to loss of income.
 - an expiration of the crossed off strip of the strip ticket. It cannot be caught up at another moment.
- o Petpals Rotterdam cancels a dog walk / daycare / homeboarding in case of for example heat, contagious disease, fleas and ticks, etc. These cancelled days will not be made up.
- o In special circumstances such as long-term illness of the dog owner or dog the situation will be assessed by Petpals Rotterdam in consultation with the dog owner.

Payment terms

- o In the second week of the month owners receive an invoice by e-mail for the following month. This applies for the annual subscription as well as the strip tickets.
- o Whenever additional services are booked, these costs will be invoiced in the next invoice.
- o The invoice payment period lasts 14 days starting at date of invoice. For payment execution the dog owner receives an electronic payment request. This must be executed and paid within 14 days.
- o A maximum of two payment reminders will follow after 14 days. Each payment reminder has a duration of 1 week. The dog owner is requested to execute payment within 1 week. Petpals Rotterdam reserves the right to suspend services when payment remains unexecuted after a second reminder. These missed days will not be caught up. Petpals Rotterdam reserves the right to dissolve the agreement with dog owners in the event of repeated default of payment.

Availability Petpals Rotterdam

- o Petpals Rotterdam is available on Mondays until Thursdays for regular and incidental services. Fridays until Sundays are for incidental services. Incidental services are based on availability.
- o Petpals Rotterdam reserves 28 workdays for holidays. Missed dog walks during this period are not charged and will therefore not be caught up.
- o In the event that Petpals Rotterdam is unavailable on short notice (e.g., family emergency, illness, etc.) or due to e.g. education or training, Petpals Rotterdam will inform the owner as soon as possible. The following applies for cancelled days by Petpals Rotterdam:
 - Annual subscriptions and Drop-In
The cancelled day is restored on the catch-up walk registry. Dog owners can re-catch up this day to the previous conditions of 26 calendar weeks.
 - Strip tickets
The cancelled day is restored on the strip ticket. Dog owners can re-use the cancelled day at another time, 52 calendar weeks from date of issue.
 - Daycare and homeboarding
 - The cancelled days are restored as a 'voucher' and can be re-used at another time.
 - The cancelled days are restored on the strip ticket. Dog owners can re-use cancelled days at another time, 52 calendar weeks from date of issue.
- o In the event that Petpals Rotterdam is unavailable for a prolonged time (e.g., due to illness, injury, etc.), the following will apply for annual subscriptions, strip tickets, drop-ins, daycare, and homeboarding as soon as work activities are resumed:
 - The amount of the respective stopped service is placed as a 'voucher'.
 - The expiry date of the catch-up walk registry for the annual subscriptions will be accordingly extended for the period Petpals Rotterdam was absent.
 - The expiry date of the strip tickets will be accordingly extended for the period Petpals Rotterdam was absent.

Rights and Obligations

- o Rights of the dog owner
 - The dog owner has the right to receive professional and reliable services.
 - The dog owner is entitled to accurate updates about their dog, including any incidents or concerns during the service.
 - The dog owner has the right to cancel or modify bookings, subject to the cancellation policy.
 - The dog owner may expect that their pet will be treated with care, respect, and in a safe manner.



- Obligations of the dog owner
 - The dog owner must provide accurate and up-to-date information about their dog, including health conditions, behavioural issues, and any special requirements.
 - The dog owner ensures their dog is properly vaccinated, microchipped, or has appropriate identification tags before the service begins.
 - The dog owner agrees to provide all necessary equipment (e.g., leash, harness) for the service provided in good condition.
 - The dog owner is responsible for securing access to their property at agreed-upon times.
 - The dog owner shall notify Petpals Rotterdam promptly of any changes that may affect the service (e.g. illness, relocation).
- Rights of Petpals Rotterdam
 - Petpals Rotterdam reserves the right to be compensated for their services as per recent rates.
 - Petpals Rotterdam reserves the right to adjust service hours, duration of service hours, routes, or working methods if deemed necessary and in case of emergencies, weather conditions, or other unforeseen circumstances.
 - Petpals Rotterdam reserves the right to refuse, suspend or terminate services if the dog exhibits behaviour posing a safety and health risk to themselves, other animals, or people.
 - Petpals Rotterdam reserves the right to make decisions in the interest of the dog's well-being during the service if the dog owners and their emergency contacts are unreachable.
 - Petpals Rotterdam reserves the right to request and be reimbursed for damages caused by the dog during the service.
- Obligations of Petpals Rotterdam
 - Petpals Rotterdam will deliver their services with care, professionalism, and respect for the dog's well-being.
 - Petpals Rotterdam will notify the dog owner promptly of any delays or changes.
 - Petpals Rotterdam will maintain proper care over the dog at all times and ensure their safety during the service.
 - Petpals Rotterdam will immediately notify the dog owner in case of any incidents, injuries, or emergencies involving the dog.

Force majeure

- Petpals Rotterdam reserves the right to adjust or suspend the services in the event of force majeure. Services suspended due to force majeure expire and will not be caught up, replaced or refunded.
- Force majeure is applicable when Petpals Rotterdam is unable to execute her work activities in the following circumstances: circumstances in which the health and safety of the dog walker Petpals Rotterdam and/or the dog(s) cannot be guaranteed, sickness, injuries, veterinary visits (see Health and Safety), emergency, accident, death, extreme weather conditions, unexpected government measures, quarantines, epidemic/pandemic, natural disasters, war.
- The contractual consequences following from this are:
 - Petpals Rotterdam may adhere in part to the agreement.
 - Petpals Rotterdam cannot be held liable for damage resulting from non-compliance to the agreement due to force majeure.
 - Petpals Rotterdam may temporarily postpone her obligations arising from the agreement.
 - Petpals Rotterdam or the owner of the dog may terminate the agreement after one month after the last day of the event due to force majeure.

National holidays

- Petpals Rotterdam is not available on national holidays. However, dog owners can place requests on the services of Petpals Rotterdam on national holidays. The rate for national holidays is 200% of the normal rate.
- National holidays are: New Year's Day, Easter Sunday and Monday, King's Day, Liberation Day, Ascension Day, Whit Sunday and Whit Monday, Christmas Day and Boxing Day.
- Catch-up walks and strip tickets on national holidays:
 - Whenever a catch-up day falls on a national holiday an additional catch-up day will be charged. One dog walk will then be charged with two catch-up days.
 - An additional strip will be charged for strip tickets.

Health and Safety

- Dogs must be treated preventively against fleas and ticks, have had their annual cocktail vaccinations or be titrated against the most common diseases. Dogs must be vaccinated against (rabies and) kennel cough.
- Females in heat are not allowed to join walks for four weeks. Subject to availability, they can be walked on solo walks.
- In the event that the dog needs acute medical care, the following applies:



- Petpals Rotterdam will provide First Aid. If the dog subsequently requires medical care from a veterinarian, the owner (if available) will be consulted. Costs arising from medical care by a veterinarian are for the account of the owner.
- If deemed necessary Petpals Rotterdam requests dog owners to pick up their dogs from the location of the incident.
- Planned services disrupted by a veterinary visit will be cancelled and all dogs will be taken home.

Liability

- Petpals Rotterdam will take all reasonable measures to ensure the safety of the dog and others during the service. However, Petpals Rotterdam cannot be held liable for damages or injuries to the dog or damages or injuries caused by the dog unless they result from negligence. The dog owner remains fully liable for any damages caused by the dog (based on Dutch law Burgerlijk Wetboek, Article 6:179).

Data Protection and Privacy Policy

- Petpals Rotterdam will process personal data in accordance with the General Data Protection Regulations (GDPR). Please refer to our Privacy Policy for details.

Amendments

- Petpals Rotterdam reserves the right to make changes to the General Terms and Conditions and rates. Dog owners will be informed about changes to the General Terms and Conditions and the rates.
- The most recent updated General Terms and Conditions and rates will apply from that moment onwards.