

# Terms and Conditions (T&Cs)

Dogtastic Sàrl  
Route de Fribourg 36  
1775 Grandsivaz

Valid from 01 January 2026

## 1. Scope and acceptance of the T&Cs

These Terms and Conditions govern the conclusion, content and execution of all services provided by Dogtastic Sàrl.

By booking a stay, day care or any other service, the customer fully accepts the Terms and Conditions in force. This applies regardless of whether the booking is made in writing, verbally or via an online tool.

Any subsequent objection to or discussion of individual provisions of these T&Cs, in particular but not limited to cancellation, payment or liability rules, is excluded.

Should a customer not accept certain provisions of these T&Cs, Dogtastic Sàrl expressly reserves the right to refrain from establishing or continuing a contractual relationship.

## 2. Ownership, registration and admission requirements

The owner confirms that the dog entrusted to Dogtastic Sàrl is their property.

Each dog must:

- be identified by microchip,
- be registered with AMICUS.

At the first stay, the following documents must be provided:

- AMICUS registration card (Pet Card) and/or municipal dog tax certificate,
- valid vaccination record / pet passport.

Dogs not registered with AMICUS cannot be admitted.

## 3. Trial day / trial stay (mandatory)

Before a dog is admitted for day care, regular care or an extended stay, a mandatory trial day must be completed at Dogtastic Sàrl.

The trial day serves to professionally assess the dog within the boarding environment, in particular with regard to:

- social behaviour,
- suitability for group living,
- stress tolerance,

- interaction with people, environmental stimuli and other dogs.

The trial day is charged according to the current price list.

Following the trial day, Dogtastic Sàrl decides whether, and to what extent, further care is possible.

Possible outcomes include:

- admission without restrictions,
- admission subject to conditions or limitations,
- refusal of further care for reasons of animal welfare, safety or group stability.

Completion of a trial day does not confer any entitlement to further care.

## 4. Health, vaccination and parasite regulations

To protect all boarding dogs, only dogs that are vaccinated, dewormed and protected by an effective parasite prevention programme are accepted.

Mandatory vaccinations:

- distemper
- hepatitis
- leptospirosis
- parvovirus
- kennel cough (combined vaccination and intranasal kennel cough vaccination)

For Dogtastic Sàrl, it is essential that the dog has a valid and effective vaccination cover no later than 14 days prior to admission.

Owners who are unsure whether their dog's vaccination protection is still valid are expressly requested to clarify this with their veterinarian prior to the stay.

The dog must be free from active parasites (e.g. fleas, severe tick infestation) and must have active parasite protection. A visual inspection upon arrival is reserved.

In the event of missing or insufficient vaccinations, lack of parasite protection or detected parasite infestation, Dogtastic Sàrl is entitled to withdraw from the contract.

In such cases, the same cancellation periods and fees apply as in the event of cancellation by the owner in accordance with section 10 of these T&Cs.

If a dog arrives at the agreed time without meeting the health or parasite requirements, admission may be refused. The booked stay will be charged in full in accordance with the reservation.

## 5. Owner's duty of disclosure

The owner undertakes to provide accurate information and to inform Dogtastic Sàrl of all relevant characteristics of the dog, in particular:

- aggressive or anxious behaviour, phobias,
- health conditions or illnesses,
- required medication (type of medication, dosage, timing and method of administration),
- heat cycles,
- allergies,
- injuries,
- legal or official requirements.

Failure to disclose such information, or providing incorrect information, renders the owner liable for all resulting damages and consequential costs.

## 6. Care, exercise and accommodation

Entrusted dogs receive several exercise sessions per day in carefully selected groups.

Between active phases of play and social interaction, dogs are given sufficient time to rest.

Accommodation is provided in a situation- and dog-appropriate manner, taking into account rest requirements, compatibility and safety aspects.

## 7. Partially sociable or unsociable dogs / termination of care

As a rule, Dogtastic Sàrl only accepts socially compatible dogs.

In individual cases, **partially sociable or unsociable dogs** may be accepted, provided this is professionally justifiable and safety as well as animal welfare can be ensured.

Dogs are considered partially sociable in particular if they:

- only get along with certain dogs,
- are highly anxious, insecure or sensitive to stimuli,
- react differently depending on situations or individuals, in particular dogs displaying aggressive, defensive or strongly fear-based behaviour towards certain members of staff, making safe handling not consistently possible,
- require an adapted care or management concept.

The assessment of suitability for admission, the form of care and any restrictions lies exclusively with Dogtastic Sàrl and is carried out in particular during a trial day or an ongoing stay.

The care of such dogs involves increased management and supervision efforts. Dogtastic Sàrl reserves the right to charge an additional fee in accordance with the current price list.

If, during a stay, a dog:

- poses a danger to people or other animals,
- shows a persistently high stress level,
- significantly disrupts group dynamics,
- or if information provided by the owner proves to be inaccurate,

Dogtastic Sàrl is entitled to terminate the care at any time without notice.

The owner is obliged to collect the dog immediately or within the deadline set by the boarding facility. No refund is granted. Additional costs will be charged.

## 8. Illness, veterinary treatment and costs

The dog should enter the boarding facility in good health and free from injury.

Any necessary medication must be provided together with written administration instructions.

Dogtastic Sàrl is authorised to consult a veterinarian in the event of illness or injury.

The owner hereby grants a power of attorney for this purpose.

All costs (veterinary treatment, transport, medication) are borne by the owner.

No liability is assumed for illnesses occurring during or after the stay.

## 9. Prices and payment terms

Prices are based on the current price list.

First stay: payment no later than upon arrival.

Subsequent stays: payment at the end of the stay.

Accepted payment methods: cash, card or Twint.

For stays exceeding 10 days, an advance payment of up to 50 % may be required.

## 10. Cancellation policy

- up to 15 days before arrival: free of charge
- up to 3 days before arrival: 50 % of the total price
- up to the day of arrival: 75 % of the total price
- no cancellation: 100 % of the total price

## 11. Drop-off and pick-up

Drop-off and pick-up take place exclusively at agreed times.

Delays must be communicated at least one hour prior to the scheduled time.

A transport service may be provided in exceptional cases in accordance with the price list.

Late collection may result in additional charges.

## **12. Extension, early collection and failure to collect**

Any extension of the stay must be communicated in good time and will be charged in accordance with the current price list.

No refund is granted in the event of early collection.

If a dog is not collected within 14 days of the agreed collection date, ownership transfers to the boarding facility.

All costs incurred up to that point as well as any costs associated with rehoming will be charged.

## **13. Personal belongings**

No liability is assumed for personal belongings brought along (blankets, leads, toys, etc.).

## **14. Property damage**

Any damage caused by the dog to furniture, equipment or the premises of Dogtastic Sàrl will be charged in full to the owner.

## **15. Injuries between dogs / liability**

Dogs interact as part of their natural social and play behaviour.

This may result in physical injuries even without aggressive behaviour, for example through running, playing, bumping or hierarchical interactions.

For injuries between dogs, regardless of whether caused by biting, knocking over, playing or other interactions, the respective owners are liable for damages caused by their dog as well as for resulting veterinary and treatment costs in accordance with legal provisions.

Dogtastic Sàrl assumes no liability unless there is intent or gross negligence on the part of the boarding facility.

## **16. Severability clause**

Should individual provisions be invalid, the validity of the remaining provisions shall remain unaffected.

## **17. Place of jurisdiction**

The place of jurisdiction is Fribourg.