



## Terms and conditions

### Dog walking with Dog Hiking Oslo (DHO)

Natural or legal person who accepts the terms of agreement from Dog Hiking Oslo(DHO) owned by Oslo Dog Care & Services AS org no.933 819 612 VAT (hereafter DHO) is hereafter referred to as DOG OWNER.

#### **1. Conclusion of agreement**

The agreement is considered concluded when the DOG OWNER orders the purchase of dog walking per e-mail or SMS.

#### **2. Services**

The parties agree that the DOG OWNER has entered into a dog walking (Hundelufting) or Outdoor day care ( Hundebarnenhagen) agreement with DHO. The dog must be walked by DHO and picked up at the agreed address. DHO collects the dog from 8.00 AM at the earliest and delivers home to the agreed address no later than 16:00. DHO walks the dog for 60 minutes - excluding collection and delivery.

##### **2.1. Transportation**

DHO is responsible for a fair and healthy transportation of the dog, therefore our pickups and deliveries are calculated to ensure a short and comfortable trip to the forest or the dog park during leash period (Båndtvang).

##### **2.2 Weather**

During the cold weather and extreme weather conditions DHO must ensure the health and safety of the dogs:

- Temperatures under -15 C there will be 30-45 minutes walks.
- Extreme weather conditions like heavy snowfall, icy roads, rain storms or heavy heat, DHO or owner can consider cancellation on the same day with no charge.

### 3 Leash Period (Båndtvang)

During this period DHO advocated for freedom of the dogs, therefore we have made an agreement with Maridalen Hundepark where they can run free in a fenced field.

If the owner does not agree to the assistance of their dog to a dog park, the dog must be on leash during the 60 minute walk.

### 4 Heat (løpetid)

DHO must ensure all the females on heat remain safe during heat period which means diversification of the groups away from the males and holding on leash. This period can last up to 3 weeks.

During this period DHO can choose in which group the dog fits better. If the dog cannot be safe on the walks, DHO can cancel the walks.

### 5. Price

Prices included pick up, delivery and Mva (taxes)

	Price per day	Price per month
• Dog walking x1 fixed trip a week	625 kr	2500 kr
• Dog walking x2 fixed trips a week	380 kr	3040 kr
• Dog walking x3 fixed trips a week	359 kr	4308 kr
• Dog walking x4 fixed trips a week	333 kr	5328 kr
• Dog walking x5 fixed trips a week	310 kr	6200 kr
• Dog walking <b>Drop-in</b> : NOK 625 per trip		
• Extras during leash period (Båndtvang): +35 kr per assistance to the dog park		

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Outdoor daycare includes Pick up, delivery, 1 assistance to the dog park at day and Mva

	Prices per day	Price Per Month
• Outdoor Daycare x1 Fixed day	900 kr	3600 kr
• Outdoor Daycare x2 Fixed days	625 kr	5000 kr
• Outdoor Daycare x3 Fixed days	500 kr	6000 kr
• Outdoor Daycare x4 Fixed days	400 kr	6040 kr
• Outdoor Daycare x5 Fixed days	350 kr	7000 kr

The prices may be adjusted and will be notified one month before the final price adjustment.

## **6. DOG HIKING OSLO (DHO) liability**

DHO's responsibility only applies when the dog is with DHO.

DHO must ensure that the dog thrives and stays in safe surroundings, this avoids causing harm to itself, other animals or people.

If equipment from DOG OWNER is included, DHO is responsible for its proper use and maintenance of the equipment. DHO is not liable for compensation if the equipment is damaged. DHO must show care for the dog in accordance with the Norwegian Animal Welfare Act and do their best to ensure that the dog walking agreement is pleasant for both animals and humans.

## **7. DOG OWNER'S responsibility**

DOG OWNER is responsible for DHO receiving all relevant information that can enable it to ensure good cohesion and functionality in the dog group. DOG OWNERS are obliged at all times to inform if the dog is on heat, has lice, fleas, mites, kennel cough or other infectious diseases that can cause or affect the dog, the functionality of the dog or the group. DHO can, on the basis of the dog's condition, exclude the dog from the dog walking service.

DOG OWNER must inform DHO of any injuries or illnesses the dog has had before the dog walking agreement is entered into. If nothing else has been agreed, the DOG OWNER is financially responsible for covering health expenses, insurance or treatment of persistent illnesses in the dog.

## **8. Insurance**

Be notice that there is not a insurance company in norway who can apply a insurance for dog walking therefore All dogs must be insured by the owner and DHO is not responsible for:

- Old injuries and diseases or conditions related to age
- Genetic diseases or injuries
- Cuts, tears or other minor injuries caused by playing or running during the CONTRACT PERIOD

DHO cannot have veterinary treatments performed on the dog without the DOG OWNER's permission, except from absolutely acute or life-threatening cases.

## **9. Registration, cancellation, change and termination**

### **9.1. Registration for dog walking tour**

If the DOG OWNER has not agreed to fixed dog walking days, the DOG OWNER must no later than Fridays at 16:00 give written notice (SMS or EMAIL) to DHO for which day(s) DOG OWNER wants dog walking on the following week.

Registration with less than 12 h to the dog walking day will be considered as **drop-in**.

## 9.2. Cancellation and changes

Cancellation or changes must be informed to DHO no less than 12 h before the agreed dog walking day.

If the DHO is not informed or informed with less than 12 h, the DOG OWNER will be invoiced for the regular walk period.

## 9.3. Resignation

Notice period is 5 working days for DOG OWNER, unless otherwise agreed.

DHO can at any time exclude the dog from the dog walking service, if the dog is aggressive and can cause damage to other dogs, both inside and outside the dog group.

## 10. Payment

DOG OWNER pays at all times current prices for the services that DHO offers

### Optional choices

- **Monthly invoice.** Invoices will be sent monthly after the last working day of the month. Due date on the invoice is normally 5 days. In the event of late payment, late payment interest is calculated according to the applicable law. Continued non-payment after 28 days after the due date will be a late fee added until the unpaid invoice is covered. Non-payments over 62 days will be forwarded to debt collection and associated costs be charged to the DOG OWNER.
- **Prepaid Invoice.** Invoices will be sent at the beginning of the month once DHO and DOG owner have agreed fixed dates. Due date of invoices will be 14 days. In the event of late payment, late payment interest is calculated according to the applicable law. Continued non-payment after 28 days after the due date will be a late fee added until the unpaid invoice is covered. Non-payments over 62 days will be forwarded to debt collection and associated costs be charged to the DOG OWNER.

In case of cancellation for sickness, the DOG OWNER can swap days within the month.

## 11. Opening hours and contact

We answer phone calls, text messages and e-mails between 07:00 and 17:00 on weekdays.

All messages are sent in writing either as SMS(including whatsapp) or by EMAIL.

Working calendar as the school calendar in Norway.

Welcome to us!

BR

Christian Marquez

Oslo Dog Care & Services AS

