



General Terms & Conditions – Canima GmbH

Dog School

Registration/cancellation and payment conditions

- Registration is done via e-mail (mydog@canima.ch) and counts after confirmation from Canima as legally binding conclusion of a contract.
- Attendance numbers are limited. Registrations are considered in order of arrival.
- Payment for all arranged lessons is to be made via invoice, before the first lesson. Payment in cash against receipt on the first day of a course is possible upon consultation. The current prices for our courses and lessons can be found on our website.
- The 10-lesson-vouchers are valid until a preset date. After expiration no claim can be made for the remaining lessons.
- The 10-lesson-vouchers for the obligatory dog courses are personal and not transferable to a third party.
- In case of loss of the 10-lesson-voucher by the participant, the voucher will not be replaced. In addition, there is no refund in case of premature termination of the course by the participant.
- For cancellations of complete Junghunde- and Erziehungskurs courses, 50% of the course fee will be refunded, provided that the cancellation takes place at least 30 days before the start of the course. If the cancellation is made at least 14 days before the start of the course, 25% of the course fee will be refunded. Cancellations less than 14 days before the course start date will not be refunded.
- In case of illness or injury of the participant or the dog, the participation will be postponed to a later point in time, or the course fee will be refunded upon presentation of a medical certificate.
- As Junghunde- Erziehungskurs courses are constructive, a maximum of 2 lessons can be missed by the participant. If more than 2 lessons are missed, the participant will be excluded from the course and will not be refunded.
- In the event of illness or injury, more than two lessons may be missed upon presentation of a medical certificate. Depending on the status of the dog, the individual lessons can be made up in a later course, or the participant can claim reimbursement of the cost of missed lessons.
- Inability to attend a lesson must be reported in written form via e-mail (mydog@canima.ch) by the participant 24 hours in advance. If Canima does not receive a written cancellation by this time, the lesson will be fully charged.

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- Canima reserves the right to shift or cancel a course or lessons. In case of annulment of a complete course, the payment will be refunded or allowed for a later course.
- In case of unreasonable weather, lessons can be postponed or cancelled short dated for security reasons at Canimas discretion. In case of cancellation, the payment will be refunded or allowed for a later lesson.

Attendance and liability

- All dogs must be vaccinated (obligatory vaccinations) and have to be dewormed at least twice a year.
- Should a dog be sick or show behavioural problems like aggression against humans or animals, this is to be reported beforehand.
- Canima reserves the right to exclude participants that are not up to the course standard (if a dog shows severe problems which can not be adapted in a group lesson) and to recommend private lessons. Should the participant not be willing to remedy the deficit, exclusion from the training can ensue without refund of the payment.
- Canima does not give a warrant of success, as success depends on cooperation and application of the participant and the capabilities of the dog.
- The certificate for the obligatory courses is issued after successful completion of the mandatory lessons.
- If a participant does not actively take part in the lessons or refuses to participate in the exercises which are a mandatory part of the Puppy-/Junghunde-/Erziehungskurs, the participant will not receive the certificate.
- The attendance of all courses happens at one's own risk. Insurance for dog and owner is the responsibility of the owner. Participants are liable for all damage or injury caused by themselves and/or their dog.
- Canima does not assume any liability for damage to persons, property damage or financial loss that arises from application and implementation of the shown exercises nor for damages and/or injuries of any kind caused by the participants and/or their dogs.

Care Services

Reservation/cancellation and payment conditions

- Reservations and cancellations for any kind of care service are done in written form via e-mail (mydog@canima.ch) and count after confirmation from Canima as legally binding conclusion of a contract.
- For cancellations for dog care including an overnight stay, 50% of the price will always be charged.

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- For cancellations for dog care including an overnight stay that occur less than seven days before the reserved date, the full price will be charged.
- Cancellation for care service without overnight stay have to be done no less than 24 hours before the reserved date, or the full price will be charged.
- The payment of care services is made with a monthly bill and a payment slip or in cash against receipt. The current prices of our care services can be found in the pricelist on our website.
- Additional costs arising through cancellation from Canima (illness, accidents etc.) will not be covered by Canima GmbH.

Terms of admission and obligations of Canima

- Before admission of a dog to our dog care, a trial walk with owner and dog is arranged.
- Only socially agreeable dogs will be admitted to the dog care.
- Basic obedience (call-back, leash walking, sit, stay and no) is a must.
- Uncastrated female dogs are not taken into care by Canima.
- If a dog feels uncomfortable in our care or is completely unable to affiliate in the pack, the owner will be informed and the care may be stopped.
- Canima pledges to organise the stay of the dogs pleasantly and species-appropriately and to care for the dogs with due diligence and competence.
- The animal protection act is abided by.

Obligations of the owner

- The dog is in a generally healthy state and has no contagious illnesses. If the dog has an illness that requires the administration of medication, Canima has to be informed and instructed and handed the medication by the owner.
- A copy of the vaccination card has to be supplied before the first stay. Without the obligatory vaccinations, Canima does not admit the dog into care.
- All dogs must be dewormed at least twice a year.
- The dog is registered and chipped.
- Canima is to be informed of hunting behaviour or other behavioural problems and/or allergies.

Disclaimer of liability

- If a dog runs away and is not found, Canima does not assume liability.
- If the need for a visit to the vet arises, the costs will be covered by the owner.

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- In case of an accident or personal/material damage to third parties, liability falls to the owner.
- Canima is not liable for sickness or injury.
- Canima does not assume liability for unwanted pairings and their consequences.

With registration for a lesson or a reservation for any of our care services, the owner agrees by default with the above listed General Terms and Conditions.