



## TERMS & CONDITIONS:

- **Initial Consultation:**

Before start working together, we will schedule a phone call and a face-to-face meeting to ensure we are the right fit for your pet. The first meeting has a fee of CHF 30, payable upon booking.

- **Booking:**

**How to book with us?** We use a manual booking system. Once you've selected your preferred service(s), please contact us via email, WhatsApp, or message directly to check availability and provide details about your pet's specific needs. To ensure availability, please book at least one month in advance. For occasional bookings, one to two weeks-notice is required, subject to availability.

*Please note:*

- Pricing is per pet when two or more animals are housed together, as each pet has unique needs and requirements.
- There is an additional fee of CHF 10 per service for unneutered dogs.
- If your dog is already receiving a service with us and you decide to change, the updated price for the new service will apply. The same will happen if you return to the previous service if the price have been updated.
- There is an additional charge of CHF 5 for weekend dog walking services.

- **Bookings outside of the normal Daycare schedule:**

For bookings outside of our standard daycare schedule will be charged an additional CHF 30 per hour.

Weekends:

- The cost for daycare services is CHF 100, with additional charges for transportation if required.

- **Last minute bookings:**

Bookings made less than 24 hours in advance will be charged an additional CHF 50.

- **Payments:**

Payments are accepted via TWINT or bank transfer, either at the time of booking or on a monthly basis (to be paid by the first week of each month).

- **Updates:**

For your peace of mind, I will send pictures after each completed service.

- **Holiday Rates:**

On bank holidays, services will be charged at double the standard rate.

- **Cancellations & Changes:**

For monthly bookings, cancellations must be made at least two weeks prior to the end of the previous month (weekends excluded). Failure to do so will result in a cancellation fee. Changes to bookings should be requested at least one to two weeks in advance.

If a temporary situation affects your pet's routine, please notify us in advance if you wish to retain your pet's spot in our calendar. To ensure your pet's spot is reserved, the regular service fee must continue to be paid. Otherwise, your pet's spot may be offered to another client.

- **Boarding Services:**

Please note that boarding services are currently unavailable until further notice.

- **Accident Liability and Care:**

At Wondercare, your pet's safety and well-being is our priority. In the event of an accident resulting in injury or death while under our care, Wondercare will assume full responsibility for covering all veterinary costs related to the accident. We take all necessary precautions to prevent accidents, but if one occurs, we will ensure prompt and appropriate care is provided.

- **Owner Responsibilities:**

As a pet owner, you play an important role in ensuring the safety and well-being of your dog during our services. By agreeing to our terms, you acknowledge and accept the following responsibilities:

1. Training and Behaviour: You are responsible for ensuring that your dog is well-trained, including obedience to commands and avoidance of potentially harmful or toxic substances while in our care.

2. Adherence to Schedule: It is important that you adhere to the agreed-upon

schedule for walks and other services. Arriving and returning on time will ensure a smooth and safe experience for your pet.

**3. Proper Equipment:** You must provide appropriate and secure equipment for your dog, including a harness or collar that is properly fitted to prevent escape or injury during activities. We truly believe that a properly fitted harness is essential for the safety of your pet during walks.

By fulfilling these responsibilities, you help us provide a safe and enjoyable experience for your dog.

**BOOK NOW TO ENSURE YOUR PET GETS THE BEST CARE.**



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