“DOG GARDEN” AND “HUNDESCHULE BEIDER BASEL”
TERMS AND CONDITIONS

Version: November 2026

1. SCOPE

These Terms and Conditions apply to all bookings and services of Dog Garden GmbH (UID CHE-175.683.676), Rheintalweg 64, 4125 Riehen, managed by Judit Klein (“we”, “us”). Dog Garden GmbH offers its services under two names: “Dog Garden” (“DG”) for dog walking, daycare and boarding, and “Hundeschule beider Basel” (“HBB”) for dog training. Your contracting party is always Dog Garden GmbH. “You” means the client who books or uses our services.

By booking or requesting a service (via the registration form, email, messenger or orally), you accept these Terms and Conditions. The version published on www.hundeschulebeiderbasel.ch and www.doggarden.ch at the time of your booking applies.

We may update these Terms and Conditions. Changes apply to bookings made after they are published. For ongoing services (e.g. regular walks or group classes), we will inform you about important changes in advance; if you continue to use our services afterwards, the new version applies.

Individual agreements made in writing (email or messenger is sufficient) take precedence over these Terms and Conditions.

2. OUR SERVICES

- **DG:** dog walking, doggy daycare and boarding (boarding is reserved for our regular guests).
- **HBB:** group classes (including the NHB Basiskurs Basel-Stadt), private training, behavioural support, workshops and online training.

Group classes and workshops usually take place on the training grounds of the Dressurverein Basel, Landauerstrasse 79, 4058 Basel. Private sessions can take place at your home, out and about, at another agreed location or online.

The training language is English. Short explanations in German, French or Hungarian are possible if needed. Group classes are limited to a maximum of five human–dog teams.

Our current services and prices are published on our websites. The prices valid at the time of booking apply. All prices are in Swiss francs (CHF).

3. YOUR OBLIGATIONS

- **Contact details:** you provide correct contact details and an emergency contact person who can make decisions about your dog if we cannot reach you, and you keep these details up to date. We may ask you to verify your identity when you book for the first time.
- **Identification:** your dog is microchipped and registered in AMICUS, as required by Swiss law.
- **Vaccinations:** your dog is vaccinated according to current veterinary recommendations (in particular against distemper, parvovirus, hepatitis and leptospirosis) and against kennel cough, at the latest two weeks before the first service. Boosters must be kept up to date. You provide a copy of the vaccination record (pet passport) before the first service.

- **Parasites:** your dog is regularly dewormed and protected against fleas and ticks.
- **Health and behaviour:** before the first service, you inform us about any illness, medication, special diet, injuries, fears and behavioural particularities of your dog (e.g. aggression towards dogs or people, previous bites, escape tendencies, resource guarding). You inform us promptly about any changes.
- **Contagious illness:** dogs showing signs of a contagious illness (e.g. coughing, diarrhoea, vomiting) may not take part. This counts as a cancellation by you (see section 8).
- **Females in season:** females in season can only take part in our services after explicit agreement. You must tell us if your dog is in season or comes into season during a service. We may exclude her from group activities or separate her from other dogs; any additional costs are borne by you.

If you do not meet these obligations, we may refuse or cancel the service (cancellation fees as per section 8 apply), and you are liable for any damage resulting from this.

4. LIABILITY AND INSURANCE

We hold business liability insurance.

You must have valid third-party liability insurance that covers damage caused by your dog. We also recommend health and accident insurance for your dog.

In relation to us, you are responsible for any damage caused by your dog, including damage to our vehicles, equipment and premises and the cost of cleaning heavy soiling. If your dog injures another animal or a person, you bear the resulting costs (e.g. veterinary or medical costs). This does not apply if the damage was caused by our intent or gross negligence.

Working with dogs involves risks that cannot be fully excluded, even with great care – for example sudden conflicts between dogs, injuries during play, escape or illness. You accept these inherent risks.

We are liable for damage caused intentionally or through gross negligence. Liability for slight negligence is excluded to the extent permitted by law. Mandatory statutory liability remains unaffected.

During classes, workshops and private sessions, you remain responsible for your dog and for any person accompanying you.

5. HEALTH, EMERGENCIES AND VETERINARY COSTS

We do everything we can to ensure your dog's safety, wellbeing and happiness. We will inform you promptly if your dog shows signs of illness, injury, unusual stress or difficulties settling in.

In an emergency, we will first try to reach you or your emergency contact person. If neither of you can be reached in time, you authorise us to take your dog to a vet and to agree to necessary treatment on the vet's advice and in your dog's best interest.

You bear the costs of veterinary treatment, medication and transport, unless the illness or injury was caused by our intent or gross negligence.

6. DOG GARDEN: DOG WALKING, DAYCARE AND BOARDING

- **Trial:** before regular services start, a trial walk or trial day is required so that we can make sure your dog settles in well. The trial is charged at the regular price.

- **Service area:** our services are available in Riehen and Basel. Walks may also take place in the neighbouring border areas of Germany or France; in that case your dog needs a valid rabies vaccination and a pet passport.
- **Walks:** we walk in small groups with a limited number of dogs. Your dog may be off lead in suitable areas where this is permitted, unless you instruct us otherwise in writing. In extreme weather, walks may be shortened or replaced by time indoors.
- **Times:** pick-up and drop-off times and locations are agreed in advance. As a rule, we pick dogs up between 7:30 and 8:30 and bring them back around 10:00 or after the afternoon walk, usually after 15:00. Walks take place between 8:00–10:00 and/or 12:00–15:00.
- **Daycare and boarding:** daycare includes two long walks, pick-up and drop-off if needed, and feeding and grooming if needed. Boarding also includes chill and play time in the afternoon and a third walk before bedtime. For boarding, arrival and departure days are counted as full days.
- **Food and medication:** you provide your dog's food, any medication and written instructions.
- **Expenses:** you reimburse any additional costs incurred on your behalf (e.g. extra food, transport, cleaning or third-party care).
- **Keys:** if you give us keys to your home, we handle them and your home with great care. We are liable for loss of keys or damage to your home only in the case of intent or gross negligence.
- **Collection:** you collect your dog at the agreed time. If your dog is not collected and neither you nor your emergency contact person can be reached, each additional day is charged at the boarding rate. If we have still had no contact with you after 10 days, we may place your dog in an animal shelter of our choice at your expense.

7. HUNDESCHULE BEIDER BASEL: DOG TRAINING

- **Registration:** you register via the registration form, by email, by messenger or by confirming a date and time with us. Places in group classes and workshops are allocated in the order of registration.
- **NHB Basiskurs Basel-Stadt:** the course consists of eight practical lessons. The course confirmation is only issued once all lessons have been attended. Under cantonal rules, first-time dog owners in Basel-Stadt must complete the course within 12 months of acquiring their dog, and the dog must be at least four months old at the start of the course. You are responsible for meeting this deadline. Missed lessons can be made up in later classes where places are available.
- **Private training and behavioural support:** for distances over 12 km from Riehen, travel is charged at CHF 1 per km (there and back). Behavioural support includes reasonable follow-up during the agreed training period (e.g. questions via messenger, video reviews, written guidance).
- **No guarantee of results:** training success depends on many factors, including regular practice at home. We cannot guarantee a specific result.
- Behavioural support is not veterinary treatment. If your dog's behaviour has changed suddenly, or pain or illness could be a cause, we recommend a veterinary check before training starts and may require one.
- **During training:** you follow the trainer's instructions. Dogs must be kept on lead unless told otherwise. You pick up and dispose of your dog's faeces, both on and off the training grounds. Children are welcome to watch and take part, but must be supervised by an adult at all times.
- **Online training:** videos, game cards and other materials are for your personal use only and may not be shared, copied or published.

8. CANCELLATIONS

Bookings are binding. Please cancel in writing (email or messenger). As places that become free at short notice are difficult to fill, the following cancellation fees apply:

Dog walking, daycare and boarding

- Up to 7 days before the service: free of charge
- Less than 7 days before the service: 50% of the fee
- On the day of the service or no-show: 100% of the fee

Dog training (private sessions, behavioural support, single group lessons, workshops)

- More than 48 hours before the service: free of charge
- Within 48 hours before the service or no-show: 100% of the fee

For courses paid in advance, missed lessons are not refunded. Where possible, they can be made up in another class.

In well-founded exceptional cases (e.g. illness of you or your dog), we may waive the fees at our discretion.

Cancellation by us

If we cannot provide a service due to unforeseeable events or important reasons (e.g. illness of the trainer, extreme weather, too few participants for a workshop), we may cancel or reschedule it. We will inform you as early as possible and, where relevant, help you find alternative care. You will not be charged for services we do not provide, and any amounts already paid for them will be refunded. Further claims are excluded.

If your dog's behaviour endangers people, animals or property, or makes it impossible for us to provide the service, we may end the service with immediate effect. Services already provided will be charged; amounts paid in advance for services not provided will be refunded. If you notice such behaviour (e.g. your dog chasing or attacking bicycles, people or children), please let us know straight away so that we can look for a solution together.

9. PRICES AND PAYMENT

- Dog walking, daycare, boarding, private training and behavioural support are invoiced after the service and are payable within 30 days of the invoice date.
- Group classes, courses, workshops and online training are payable in advance, before the first lesson.

Payment can be made in cash on site or by bank transfer / e-banking:

Account holder: Dog Garden GmbH, Rheintalweg 64, 4125 Riehen
Bank: Raiffeisen Schweiz
IBAN: CH74 8080 8007 7399 4101 5
BIC: RAIFCH22XXX

If an invoice has not been paid by the due date, we will send a reminder and charge a reminder fee of CHF 30. Default interest of 5% per year is charged from the due date. We may suspend our services while invoices remain unpaid.

10. PHOTOS AND VIDEOS

We love sharing photos and videos from our walks, classes and workshops on our websites and social media. The focus is on the dogs; people are only shown in a recognisable way if they agree. We do not publish recognisable images of children without the consent of a parent.

You can object to the publication of photos or videos of your dog or yourself at any time, including later, by sending us an email. We will then stop publishing new images and remove existing images from our own channels within a reasonable time.

Please do not take photos or videos of other participants or their dogs without their consent.

11. DATA PROTECTION

We process your personal data (e.g. name, address, contact details, emergency contact, information about your dog including health and vaccination data, and payment information) only in order to provide our services, communicate with you, invoice our services and comply with legal obligations.

We do not sell your data. We only pass it on where this is necessary, e.g. to a vet in an emergency, to a substitute trainer or carer, or to service providers we use for our website, email, messaging and accounting.

We keep your data for as long as necessary for these purposes or as required by law (e.g. 10 years for accounting records). Under the Swiss Federal Act on Data Protection (FADP), you have the right to access, correct and delete your data. Please contact info@hundeschulebeiderbasel.ch.

12. WEBSITES AND INFORMATION

We take care to keep the information on our websites, social media channels and in our online materials up to date and accurate. It is general information and does not replace individual advice. We accept no liability for the content of external websites we link to.

13. FINAL PROVISIONS

Should any provision of these Terms and Conditions be invalid, the remaining provisions remain valid. The invalid provision will be replaced by a valid provision that comes as close as possible to its purpose.

These Terms and Conditions are available in German and English. In case of any discrepancy, the German version prevails.

Swiss law applies. The place of jurisdiction is Basel, subject to mandatory places of jurisdiction for consumers under the Swiss Civil Procedure Code.

Good relationships with our clients are very important to us. If you have a concern, a complaint or are facing financial difficulties, please contact us – we will always look for a fair solution together.

In an emergency or if you have any questions, please contact us using the details below.

Judit Klein - Dog Garden GmbH
Dog Walking - Daycare & Dog Training Center
Email: info@doggarden.ch
Homepage: www.doggarden.ch

Judit Klein
Hundeschule beider Basel
Email: info@hundeschulebeiderbasel.ch
Homepage: www.hundeschulebeiderbasel.ch