



Terms of Sales

These Conditions are provided in French. In the event of a discrepancy between the French version of this document and any of its translations, the French version will prevail.

The purpose of these general conditions is to govern the dog walking services provided by the company Val Dogs, represented by Angélique LEONARD, whose head office is located at 358 Chemin du Marais, Le Perce Neige, (73320 Tignes) and registered under the SIRET number 92137377500011.

They may be modified at any time. The new general conditions automatically cancel and replace the old ones.

Val Dogs walking services are subject to these general conditions which will be deemed to be accepted without reservation by the customer.

1. Presentation

Val Dogs offers a walking, sitting and transport service for dogs.

The dog walking service consists of going to the customer's home to pick up their dog, take it for a walk, then bring it home.

The duration of the service is 1 hour of actual walking.

Dog walking is an outing that is done freely or on a lanyard (depending on the dog's recall qualities).

Dogs must be at least 5 months old.

Dog walks are in no way dog training classes and are not intended to resolve potential annoying behaviors. If the customer is interested, he can nevertheless ask Val Dogs for advice but we do not have dog trainer training. This advice will be given based on experience gained from encounters with a multiple variety of dogs.

Val Dogs works in collaboration with subcontractors who have the right to carry out dog walking and/or guarding since they are subject to Val Dogs regulations and have the necessary certifications and professional insurance which covers them as well as customer.

2. Prerequisites

- Val Dogs requires certain prerequisites before accepting a walk and/or guarding during a first meeting.

This allows:

- To have a first contact with the client and thus fill out an information sheet concerning the animal in order to know its particular needs.



- To give written instructions concerning the service to be carried out (dates of execution of the service, special conditions and additional services desired by the customer and accepted by Val Dogs).
- To answer the customer's various questions.
- To provide a set of keys in working order as well as the access code to the building/hotel/chalet if applicable and all information necessary to enter the home.

Following all this information, Val Dogs reserves the right to refuse the service if the prerequisites do not come into force in the General Terms and Conditions.

3. Exclusion conditions

For hygiene reasons, Val Dogs cannot accept any animal carrying a contagious disease.

For administrative and insurance reasons, Val Dogs will not accept any aggressive, category 1 and 2 dogs.

Val Dogs reserves the right to accept or not a dog based on its temperament, its annoying behavior, its health, or any other reasons deemed safe.

4. Commitments, obligations and responsibilities of the Client

The Client undertakes to provide:

When customers are away from home when the walker arrives: a set of keys as well as the access code to their residence, if applicable, and all information necessary to enter the home. Some customers prefer to leave the keys or the responsibility of opening the door of their home to someone they trust. Val Dogs adapts to everyone's preferences.

The animal health record.

Contact details for the animal's veterinarian.

The customer undertakes to:

That your dog is up to date with its vaccinations, has a tattoo or a microchip, is dewormed and treated against parasites.

Only entrust Val Dogs with sociable animals (accepting the presence of other animals). In the event of illness, the customer undertakes to inform Val Dogs of the state of health of the animal. Val Dogs reserves the right to refuse the service, particularly in the event of contagious diseases.

If necessary, the customer gives full powers to Val Dogs to take the necessary measures to preserve the health of the animal by taking it to the nearest veterinarian if its state of health requires it. Veterinary costs will be the responsibility of the customer and must be reimbursed upon presentation of the corresponding invoice.

Have civil liability insurance.



5. Commitments, obligations and responsibilities of Val Dogs

Val Dogs is committed to:

To perform a quality service with the trust, comfort, good health, hygiene and happiness of your faithful companions as a priority.

The liability of Val Dogs is limited to the instructions and information provided by the customer; if these prove to be false or erroneous, Val Dogs disclaims all liability.

On the other hand, Val Dogs may be held liable in the event of proven negligence or accidental damage that may occur during the performance of its service. For this, Val Dogs certifies that it has a Professional insurance policies (ORUS).

To contact the customer if the animal were to fall ill or injured during the service and implement all emergency measures to preserve the health of the animal by taking it to the veterinarian. Veterinary costs will be the responsibility of the customer and must be reimbursed upon presentation of the corresponding invoice.

To keep the customer's home keys in a secure location for future services.

To respect the confidentiality of its customers as well as their homes.

6. Risks linked to the activity

The Client accepts the risks associated with walks. He is aware that his animal can:

- Being injured by other dogs encountered during the walk.
- Being injured or ill following environmental hazards (spikelets, ticks, risk to the legs linked to snow and ice, etc.).
- Run away and get lost despite all the efforts of Val Dogs to avoid this situation.

7. The services offered

- Guarding: the minimum duration of guarding is 4 hours. The service includes: walks (number defined according to the guard time), transport (we come to collect your dog from your home and bring it back after guarding), dog equipment (basket, games, treats, leash, waste bag, brush) and Val Dogs insurance. Dogs accepted for guarding must be sociable with other dogs to be able to participate in group walks during the guard and above all be able to share the guard at the Val Dogs home with other dogs (maximum 3 dogs in guard).



- Group walk: the duration of the walk is 1 hour and we allow an additional 30 minutes to collect and return all the dogs in the group. This service only takes place from 2 dogs up to a maximum of 4 dogs. Val Dogs may cancel a group walk if there is only one dog reserved for a time slot. Another timetable will then be proposed on the same day for this collective walk.
- Package 6x group walks: This service offers 6 walks lasting 1 hour and we allow an additional 30 minutes to collect and return all the dogs in the group. The 6 walks can be booked in all the available slots offered in the calendar for group walks. This service only takes place from 2 dogs up to a maximum of 4 dogs. Val Dogs may cancel a group walk if there is only one dog reserved for a time slot. Another timetable will then be proposed on the same day for this collective walk.
- Package 12x group walks: This service offers 12 walks lasting 1 hour and we allow an additional 30 minutes to collect and return all the dogs in the group. The 12 walks can be booked in all the available slots offered in the calendar for group walks. This service only takes place from 2 dogs up to a maximum of 4 dogs. Val Dogs may cancel a group walk if there is only one dog reserved for a time slot. Another timetable will then be proposed on the same day for this collective walk.
- Private walk: This service is offered over a wide range of time slots; however, Val Dogs is able to cancel a private walk depending on availability for the week (depending on reservations for other services). Val Dogs will then offer another schedule.
- Package group walks / local dogs: This service is reserved exclusively for resort premises that have a Vie Val d'Is card. The type of walk offered is only group walks consisting of a maximum of 4 dogs. Locals do not have priority over available slots, reservations are made according to remaining availability. Val Dogs may cancel a group walk if there is only one dog booked for a time slot. Another time will then be offered on the same day for this group walk. **Any service booked and not cancelled at least 24 hours in advance is due in full (except in exceptional circumstances – sudden illness, etc. – which will be subject to the good judgment of Val Dogs). No refund for personal convenience will be made.**
- Transport: Val Dogs offers a transport service from Val d'Isère/Tignes to Bourg-Saint-Maurice for veterinary appointments. We will pick up your dog from your home and bring it back after the appointment. This service is only available in the afternoon, depending on availability. Val



Dogs may refuse the service if the dog behaves at risk during transport (aggressive, very sick in the car or other dangerous behavior for the driver and the dog itself). Val Dogs has a vehicle equipped to transport dogs safely (specific seat belts, leash attachments, safety net between the front and back of the vehicle).

8. Delivery and return of keys

A set of keys will be provided by the customer at the time of the home visit or on the first day of service provision.

For Packages, Val Dogs undertakes to keep the keys to your home in a secure location for future services.

The only identifying mark on the keychain is the name of the customer and their dog. The key set will be returned to the customer at the end of the service. This delivery can be made either in person, or to a trusted person, or by placing an envelope containing the keys in your mailbox.

9. Rates and payment

After having made an electronic signature which accepts the general conditions of sale, the customer must pay the total amount of the service in advance (in cash or by bank transfer).

The prices for the provision of services are presented on the website <https://www.valdogs.com/> and are not subject to VAT.

Pricing conditions are subject to change. The new pricing conditions automatically cancel and replaces the previous ones. However, the price of the services invoiced to the customer will be that in force on the day of electronic signature of the General Conditions of Sale, until the end of the current package. When renewing the package, the new pricing conditions will apply.

Prices are “net”: Insurance, travel and transport costs are included.
All services are payable in advance, bank transfer and cash accepted.

The customer must perform the service in the following manner:

- After having electronically signed the conditions of service provision, the customer must pay in advance the amount of the invoice for the service.
- In the event of injury or illness, veterinary costs incurred by Val Dogs must be reimbursed upon presentation of the invoice.
- The 2nd dog in the same family is offered a reduction of -5% per package of 6 walks and 10% for a package of 12 walks.



10. Cancellation

In case of cancellation at the client's initiative

A refund is only possible in the event of a health issue with the dog. In such cases, Val Dogs may request a veterinary certificate. Any service that is booked and not canceled at least 24 hours in advance will be charged in full, except in cases of exceptional circumstances (such as sudden illness), which will be evaluated at the discretion of Val Dogs. No refunds will be granted for personal convenience.

In the event of cancellation at the initiative of Val Dogs:

- Services not provided will be refunded in full. No claim for damages can, in this case, be made against Val Dogs.

In the event of delay or cancellation linked to an event beyond the control of Val Dogs:

- It cannot be held liable (illness, vehicle breakdown, inability to access the location of the service, difficult weather conditions, or any other event preventing normal circulation). In the event of impossibility of access to the customer's home following negligence on their part, the service not provided will be due as compensation.

11. Photos et videos

During the performance of its services, Val Dogs may be required to photograph or film your animals for the purposes of proof of the proper execution of the service. Unless otherwise indicated by your wishes, these photos may be used to feed the Val Dogs site and social networks.