

General Terms and Conditions Dierenpension 't Schipperke BV.

Date: 01st of May 2026

Welcome to Dierenpension 't Schipperke BV, located in Berkhout, hereinafter referred to as “we”, “the kennel” or “our kennel.”

We highly value the health, safety, and well-being of your pet during its stay with us. Therefore, we have established a number of general terms and conditions that apply to all services we provide.

By using our services or making a reservation, you unconditionally agree to these terms and conditions. These terms are also available on our website: www.hetschipperke.nl
A copy of these terms will be provided to you upon request.

Article 1. Vaccination Requirements

All animals presented to our kennel must be fully vaccinated before being admitted. The required vaccinations must remain valid throughout the entire stay, up to and including the day of departure.

We accept no responsibility for animals that are not properly vaccinated or for animals whose vaccinations expire during their stay.

We are legally obliged to refuse animals that do not meet the prescribed vaccination standards, as this is essential to safeguard the health of all animals in the kennel.

For dogs, the following vaccinations are mandatory at a minimum: Rabies, Parvovirus, Distemper, Leptospirosis, Hepatitis, and Kennel Cough. These vaccinations must be administered no later than two weeks prior to the start of the stay.

Upon arrival, you must always present the dog's passport, which includes all of the required vaccinations as described above, along with the dates of administration and expiration. This document must be available for inspection by the competent authorities if required.

In addition, all animals who are presented to stay with us must be fitted with an identification chip or tattoo in accordance with applicable regulations.

Article 2. Authorization of the Kennel Owner

By placing their pet in the care of 't Schipperke, the owner grants authorization to 't Schipperke, which accepts this authorization under the conditions described in these terms and conditions.

This authorization entails that, in the event of emergencies, 't Schipperke has permission to take any measures deemed necessary, for example in the case of a medical emergency.

In the event of medical emergencies, if contact with the owner or their designated contact person is not possible, the kennel owner will, in consultation with the kennel's veterinarian, decide on treatment only if absolutely necessary.

In urgent situations, immediate contact will be sought with the veterinarian and, if possible, with the owner to discuss the treatment plan.

If the owner indicates that the pet may pass away due to a pre-existing condition or old age, arrangements will be discussed in advance regarding what should happen in the event of death (for example, cremation).

Article 3. Liability

The parties agree that the kennel owner shall not be liable to the owner for any damage and/or costs arising from any circumstance whatsoever (such as accidents, illness, injury, loss, or death of the pet).

Specific exclusions: The kennel owner shall not be liable for any direct or indirect damage, including but not limited to loss of profit, emotional damage, or other financial losses suffered by the owner as a result of the aforementioned events.

The owner must immediately inform the kennel owner of any relevant circumstances that may affect the pet's stay, such as health issues, behavioral problems, or other relevant conditions during the intake procedure. Failure to do so may result in exclusion of liability for the kennel owner.

Insurance obligation: Dierenpension 't Schipperke assumes that the owner has taken out appropriate insurance covering any damage caused by or incurred by the pet during its stay.

Limited liability in case of theft or fire: The kennel owner shall not be liable for damage or loss of the pet as a result of theft, fire, natural disasters, force majeure, or similar circumstances, unless such damage is directly caused by gross negligence or intentional misconduct of the kennel owner.

Article 4. Feeding

Animals are fed daily with the food provided by the kennel.

Special diet: If the pet follows a special diet, the owner must indicate this during reservation or intake. Limited accommodation is available for pets requiring their own food. The special diet must be clearly described and supplied in sufficient quantity for the entire stay.

Food must be provided in a sealed, hygienic container. The use of a measuring cup or clearly marked container is strongly recommended to ensure the correct portion is given.

Bringing personal belongings such as blankets, baskets, or toys is only allowed in exceptional cases and entirely at the owner's risk. The kennel is not responsible for loss or damage to these items.

The owner is responsible for providing all relevant feeding instructions and information. Any changes to the diet must be communicated in a timely manner.

Article 5. Drop-off and Pick-up

We are open Monday through Friday from 09:00am to 18:00pm
On Saturdays, Sundays, and official public holidays, we are open from 09:00am to 12:00pm.
Otherwise different opening hours are shown on Google in advance.

Article 6. Reservations

Reservations can only be made by telephone. If your pet has never stayed with us before, we may invite you for a trial day if necessary.
By making a reservation, you automatically agree to these terms and conditions.
This of course also applies when your pet stays with us.

Article 7. Policy on Female Dogs in Heat and Male Dogs Showing Mounting Behavior

The owner is obliged to inform the kennel prior to the stay if the female dog is in heat or is expected to go into heat during the stay. This must be clearly indicated at the time of reservation and intake.

If the dog turns out to be pregnant, this is entirely at the owner's risk. Dierenpension 't Schipperke BV accepts no liability in this regard.

Owners of unneutered male dogs that display mounting behavior are strongly advised to have them neutered.

Article 8. Payment of Boarding Fees and Costs

The owner pays the boarding fees to Dierenpension 't Schipperke by bank transfer, digital payment request, or cash.

Fees are calculated per day, including both the day of drop-off and the day of collection.

During peak season, the reserved period will be charged in full, even in the event of later drop-off and/or earlier collection.

Article 9. Failure to Collect Your Pet

The pet must be collected on the agreed upon date between the kennel and the owner. If the owner fails to do so, we will attempt to make contact.

If the owner remains in default for 14 days after the first notice (without consultation), ownership of the pet will be handled by the kennel owner.

Article 10. Contact Person Details

At drop-off (intake), a registration form is completed containing the details of the pet and the owner, as well as the name and telephone number of a contact person (someone remaining in the Netherlands). This ensures that we can always reach someone if necessary, as the owner may not always be available.

The owner is responsible for the accuracy of the provided information and must report any changes in a timely manner.

Article 11. Behavioral Problems in Pets

Behavioral problems are defined as behavior deviating from normal and socially acceptable conduct, such as biting, aggression, excessive barking, destructive behavior, or heavy anxiety.

The owner must report all known behavioral issues to the kennel staff during the intake or while making reservations prior to the stay.

This entails both behavior towards staff or towards other pets within the facility. Failure to do so may result in termination or rejection of the pet's stay.

The kennel may assess the pet's behavior upon arrival. If significant risks are identified which may form a threat to the safety of the staff, itself or other pets, then the kennel reserves the right to refuse or terminate the stay.

If behavioral problems arise during the stay, the owner or contact person will be informed. Appropriate measures will be taken, ranging from isolation to termination of the stay. Any additional costs are borne by the owner.

The owner is liable for all damage caused by the pet to the kennel, the staff or any other pets due to behavioral issues.

The kennel accepts no liability for such damage or injuries.

Article 12. Special Care

Special care includes any additional care required for pets with specific health needs, such as chronic illness, limited mobility, medication, or special diets.

The owner must disclose all special care requirements in advance to us. The kennel may assess upon arrival whether it can provide the necessary care or not. If not, the stay may be refused or terminated by us.

If special care and/or medications become necessary during the stay, the owner will be informed by us and appropriate measures will be taken upon consultation. Any additional costs are borne by the owner.

Article 13. Privacy Policy

This privacy policy describes how Dierenpension 't Schipperke BV handles personal data of owners and their pets. We value the privacy of our customers and treat their personal data with care and consideration.

We only collect data that's necessary to provide our services, such as your name, address, phone number, email, and pet's medical information.

Your data will be used for the following:

- Managing reservations and stays
- Informing owners about their pet
- Administrative purposes
- Emergency communication

Data is shared with third parties only when strictly necessary or legally required (e.g. veterinarians, insurers, authorities etc.).

We take appropriate measures to protect your personal data against unsolicited access, misconduct, public disclosure etc. and to comply with applicable laws regarding data protection. Owners have the right to access, correct, or delete their data. Requests regarding this can be done by phone or in person and will be handled promptly and within legal timeframes.

Your data is retained only as long as is necessary for the stays and will be securely deleted or anonymized afterward if so wanted or communicated by you to us.

We reserve the right to amend this policy at all times.
Any changes will be published on our website in a timely manner.

Article 14. Contact and Questions

For questions, comments or further information, please contact Dierenpension 't Schipperke BV by phone: 0229-551363

Article 15. Final Provisions

Availability: These terms are available on our website: www.hetschipperke.nl
A copy will be provided upon request.

Applicable law: These terms and conditions are governed exclusively by Dutch common law.

Amendments: Dierenpension 't Schipperke reserves the right to amend these terms. Changes will be published on the website in a timely manner.

Acceptance: By using any of the services of Dierenpension 't Schipperke, you automatically and unconditionally agree to these terms and conditions.