

# General Terms and Conditions Animal's Faith B.V. 2024

Animal's Faith, Ankerkade 158b, 6222 NM Maastricht. Chamber of Commerce (KvK) number 53564588.

## Article 1: Course Registration

1. The participant registers by responding to the offer from Animal's Faith. This can be done in writing, orally, or via the internet (by sending an email). Registration becomes binding when the participant has paid the course fee (in cash, by card, or by bank transfer to Animal's Faith's account). Payment in installments is only possible if agreed upon with Animal's Faith before the start of the course and approved by Animal's Faith.
2. In case of late payment by the participant, Animal's Faith may, after a reminder and the expiry of the deadline set in the reminder, exclude the participant from further participation in the (remaining) lessons. All costs incurred by Animal's Faith to collect the course fee due will be charged to the participant.

## Article 2: Cancellation by Animal's Faith

1. A course requires a minimum number of participants to proceed. Animal's Faith will inform the participant at least 2 days before the first course day if the course is canceled. If the participant does not receive a message, they can assume the course will proceed.
2. Only in cases of force majeure can a course be canceled within 2 days before the start. Force majeure includes abnormal and unforeseeable circumstances independent of the will of the person invoking them and whose consequences could not have been avoided despite all precautions.
3. In case of cancellation of a course, Animal's Faith will offer a substitute course. The participant is free to decline this offer.
4. In all cases of cancellation, and if the participant declines the substitute offer, Animal's Faith is obliged to refund any course fees already paid. No interest will be compensated.

## Article 3: Cancellation of Course or Lesson by the Participant

1. If a participant cancels the course, the following amounts are due to Animal's Faith:
  - a. If canceled more than 2 weeks before the course starts, no payment is due, and any course fees already paid will be refunded;
  - b. If canceled within 2 weeks before the course starts or later: 100% of the course fee.
2. If a participant cannot attend one of the course lessons for any reason, no refund of the lesson fee will be given for that specific lesson. Animal's Faith is not obliged to provide a substitute lesson. No refund will be given for missed lessons due to illness, vacation of the participant, illness, giving up, or death of the dog.
3. If a participant decides not to continue during an ongoing course for which the participant has registered, paid the course fee, and participated, no refund of the course fee will be given, including for the remaining lessons.



#### **Article 4: Exclusion from Participation**

1. If Animal's Faith at any time considers the course an inappropriate choice due to the behavior or health of the dog, Animal's Faith may exclude the dog from further participation.
2. If the situation described in Article 4, paragraph 1, applies, the course fee—excluding the enjoyed lessons—will be refunded.

#### **Article 5: Liability of Animal's Faith**

1. Animal's Faith is not liable for any damage, in any form, resulting from causes not directly related to its services.
2. Apparent errors or mistakes in the offer of Animal's Faith on the internet or other publications do not bind Animal's Faith.

#### **Article 6: Liability of the Participant**

1. The participant is liable for all damages caused by the participant, any visitors brought by the participant, or the participant's dog(s) to persons or property of third parties. This also applies to damage to materials of the organization, its employees, and the location where the course or activity takes place.
2. Animal's Faith advises obtaining adequate liability insurance. Often (only) one dog is covered under standard liability insurance.
3. The participant, including dog(s), causing such nuisance or trouble that the proper execution of the course or activity is significantly impeded, or may be impeded, may be excluded by the management of Animal's Faith from the (continuation of) the course or activity. All resulting costs are the responsibility of the participant.

