



Changes per 01-09-2023

Tours

Last year we welcomed a lot of customers, friends and people who were curious about our new facility. However, we noticed that for some dogs it is experienced as stressful when 'strange' people walk through the kennel. We have therefore decided to give a tour for current customers only by exception and by appointment. For new customers there is currently no possibility for a tour.

We are aware that knowing where your dog is going to spend his/her holiday. Therefore we are reviewing multiple (digital) solutions for the future. As soon as there is any information worth sharing, we will let you know.

Cancellations

- **Boarding reservation**

In case of cancellation of a boarding reservation, we haven't used our general terms and conditions to date. As of 01-09-2023 we will apply the conditions as stated on both our and the Dibevo website.

Below are the conditions as described in the general terms and conditions, made available by Dibevo revision January 2019:

Article 9 – Annulment Scheme

Should the consumer annul, the following payment liabilities are:

- *Annulment up to two months before the agreement has been made: the down payment.**
- *Annulment up to one month before the agreement has been made: 50 per cent of the price.*
- *Annulment up to two weeks before the agreement has been made: 75 per cent of the price.*
- *Annulment within two weeks before the agreement has been made: 100 per cent of the price.*

** The down payment and the associated cancellation condition isn't applied at Dog-Village.*

ATTENTION! This also applies in the event of a partial cancellation.

- **Day care reservation**

- Cancelling a reservation on regular days is free of charge, provided that it is communicated 2 days before the start.
- Cancellation of a reservation during the holiday periods is free of charge, provided that it is communicated 14 days before the start.



Online environment

For the processing of bookings and the associated data, we work with the KennelCare system. This system offers an online environment in which you as a customer can submit a reservation request yourself. You can also make changes to, for example, your contact information or other relevant information here.

A mistake in the transfer of changes in customer data, behavior of the dog or, for example, medication is easily made. By adding, changing and/or checking the data online before the start of the stay, we limit this risk.

For this reason, we ask you to add or change incomplete data. We would also appreciate if future reservations are made through KennelCare.

Don't have login details yet? Please let us know so that we can send your login details.

Changes per 01-01-2024

Opening hours

Opening hours boarding from 01-01-2024

Monday to Saturday:	10:00-11:00 and 16:30-17:30
Sundays and holidays:	16:30-17:30

Opening hours day care no subscription from 01-01-2024

Monday to Friday:	10:00-11:00 and 16:30-17:30
Saturday	10:00-11:00 and 16:30-17:30
Sundays and holidays:	Closed

Opening hours day care subscription 01-01-2024

Monday to Friday:	07:00 till 19:00
Saturday	08:00 till 18:00
Sundays and holidays:	On request

Because not all dogs staying with us are social, it is mandatory to leash your dog when bringing and picking it up.



Drop-off and pick-up times

As of 01-01-2024 you can indicate a part of the day for bringing or picking up your dog (s).

Outside the chosen part of the day, it is not possible to bring or pick up. Please Keep this in mind.

Choosing a specific time won't be an option anymore.

Forget which part of the day you have chosen or later it turns out that this does not work out? Please contact us. The chosen part of the day can always be found in the online customer portal.

Exceptions

We are regularly asked whether it is possible to make an exception to our opening hours, especially in the morning. In the morning we no longer make exceptions to this. Exceptions for times other than the morning are possible in special cases after consultation.

Prices

With the current prices being at an all time high, we can't avoid raising ours. Compromising on the quality of our care towards your dog isn't an option! We understand that this is annoying. If you want to cancel your reservation for this reason, you can do so free of charge up to 1 month before the day of arrival.

Price list boarding 01-01-2024

Overnight stay 1 dog:	€17,- per day
Overnight stay 2 or more dogs from the same family:	€15,- per dog, per day
Food provided by us:	€1,- per dog, per day

Price list day care 01-01-2024

Day care without subscription:	€12,- per day
Day care with subscription:	€10,- per day

By 01-01-2024 payment of the reservation must be made in cash on arrival. Down payments aren't necessary.



Price calculation

- The day of arrival will be charged in full when the dog arrives in the morning.
This is possible between 10:00 and 11:00.
- Upon arrival in the afternoon we charge half a day.
This is possible between 16:30 and 17:30.
- When the pick up will be in the morning, half a day will be charged.
This is possible between 10:00 and 11:00.
- When the pick up will be in the afternoon, the day will be charged in full.
This is possible between 16:30 and 17:30.

Uncastrated males

As of 01-01-2024 we will no longer place uncastrated males above the age of 1 year together with other dogs. In the past year we have experienced that, no matter how social, an uncastrated male causes unrest in the group.

Current clients with subscription who use our day care every week are excluded.