



Client & Dog Registration and Services Agreement – 2026 and after

KIKA Dog Walking Services (KDWS) – Zürich, Switzerland – www.kikadogwalk.com

Thank you for trusting KIKA Dog Walking Services (KDWS) with your dog. Please complete the information below. By signing this document you confirm that the information is true and that you agree to the general terms on the next pages, which apply to all services (daycare, training, walking, boarding and home visits).

1. Owner Information

Owner's full name: _____

Address: _____

Phone number: _____ Email: _____

2. Dog Information

Dog's name: _____ Breed: _____

Date of birth / Age: _____ Gender (M/F): _____

Spayed/Neutered (Yes/No): _____ Weight: _____

3. Veterinary & Emergency Information

Vet clinic name: _____ Vet phone: _____

Pet insurance (if any): _____

4. Health, Behaviour & Routine

House-trained? Yes / No Crate-trained? Yes / No Sociable with other dogs? Yes / No / Not sure

Has your dog ever bitten or snapped at a person? Yes / No If yes, please describe:

Has your dog ever shown aggression towards another dog? Yes / No If yes, please describe:

Food or toy protective? Yes / No Any medical conditions or allergies? Yes / No

If yes, please specify: _____

Is your dog currently on any medication? Yes / No If yes, which:

Any fears or phobias (storms, cars, people, etc.)? _____

Does your dog try to escape from gardens, crates or cars? Yes / No Details:

Any other important information about your dog:

Canine Care Services – General Terms & Conditions (Version 2026)

1. Services

KDWS provides dog daycare, training, group and solo dog walking, home visits and boarding/overnight care. Specific dates, times and fees for each booking will be agreed between KDWS and the owner by message, phone or email.

2. Vaccinations & Health

The owner confirms that their dog has all vaccinations required by Swiss law and local regulations and can present a valid vaccination card. The dog must be in good general health and free from any condition that could put other dogs or people at risk. If the dog has been ill with a contagious condition within the last 30 days, KDWS may request a veterinary certificate before re-admission. The owner will inform KDWS immediately of any changes in the dog's health or behaviour.

3. Behaviour & Group Suitability

The owner declares that their dog is not known to be dangerous and that any history of aggression or biting has been fully disclosed in writing. A trial/track day is required before regular daycare or boarding. KDWS decides, at its sole discretion, whether a dog is suitable for the group. Male or female dogs that create tension, stress or aggression in the group may be excluded from group activities or daycare for the safety of all. The owner understands that dogs may interact and play together and that, even with reasonable supervision, minor injuries or illness may occur.

4. Reservations, Cancellations & Payments

All services must be booked in advance. Cancellations made less than 24 hours before the start of the service are normally charged at 100% of the fee. In cases of genuine health emergencies (owner or dog) or severe weather conditions, KDWS may, at its discretion, charge 50% of the fee instead. Payments for all services are due at the end of each month, upon receipt of the monthly statement or invoice. KDWS may suspend services in case of unpaid fees.

5. Transport, Off-lead & Safety

KDWS may transport dogs in vehicles that are appropriately equipped for animals (for example crates, harnesses or barriers). Where the owner has authorised off-lead walks, the owner accepts the additional risks associated with off-lead exercise, such as accidental injury or escape, while acknowledging that KDWS will always act carefully and in the best interests of the dog. Despite all reasonable safety measures, the owner understands that incidents can occur in public spaces (e.g. contact with third parties, bicycles or cars).

6. Veterinary Care & Emergencies

In case of accident, illness or injury, KDWS will make reasonable efforts to contact the owner and/or the emergency contact. If they cannot be reached promptly, the owner authorises KDWS to seek veterinary treatment for the dog at a vet of KDWS's choice or at the regular vet if feasible. The owner is responsible for all veterinary costs, medications and related expenses. KDWS is not liable for the decisions or outcomes of veterinary treatment.

7. Owner Responsibility for Damage

The owner is fully responsible for any damage, loss or injury caused by their dog to property, other animals, people, vehicles, bicycles or any third party, whether during daycare, walking, boarding, training or home visits, except where such damage is directly caused by the gross negligence or wilful misconduct of KDWS and subject to applicable Swiss law. Any costs arising from such damage (for example vet bills for other animals or repair of property) are to be paid by the owner.

8. KDWS Liability & Release

KDWS will take all reasonable care and precautions when handling and caring for dogs. However, the owner understands and agrees that KDWS, its owner and helpers cannot guarantee complete avoidance of injury, illness, loss or death arising from the normal risks of dog care, group play, transport or off-lead exercise. The owner therefore releases KDWS from any and all claims arising out of the dog's participation in KDWS services, except in cases of gross negligence or wilful misconduct and to the extent permitted by Swiss law. Any claim is limited to proven direct damages.

9. Keys & Home Access

If KDWS holds keys or access codes to the owner's home, they will be stored securely and not labelled with the full address. KDWS will take reasonable care when entering and leaving the property and is not responsible for loss or damage that is not directly caused by KDWS. In the event that keys are lost due to KDWS's fault, KDWS liability is limited to the reasonable cost of replacing keys and/or locks.

10. Photos, Social Media & Data Protection

The owner allows KDWS to take photos or short videos of their dog during services and to use them on KDWS social media or website, without publishing the owner's full name or contact details. Owners who do not wish this may inform KDWS at any time. KDWS stores client and dog data only as needed to provide services, maintain records and comply with legal obligations. Data will not be sold or passed to third parties, except as required by law or for veterinary/emergency purposes.

11. Duration, Governing Law & Jurisdiction

This agreement starts on the date signed by the owner and continues until terminated in writing by either party. KDWS may suspend or terminate services immediately if the dog's behaviour or health poses a risk, or if the owner seriously breaches these terms. This agreement is governed by the laws of Switzerland, in particular the laws applicable in the Canton of Zurich. Any disputes shall be subject to the exclusive jurisdiction of the courts of Zurich.

12. Acknowledgement & Signatures

By signing below, the owner confirms that they are the legal owner or authorised guardian of the dog named on the first page, that the information given is correct, and that they have read and agree to these General Terms & Conditions of KIKA Dog Walking Services (KDWS).

I confirm that the information above is true and accurate to the best of my knowledge. I agree that KDWS may use this information to provide safe and appropriate care for my dog.

Owner name: _____ **Signature:** _____
Date: _____

KDWS representative (Francesca Dalesio)

Date: _____ **Signature:** _____