



General Terms and Conditions (Dog Walking)

§1 Scope of Application

- These General Terms and Conditions (GTC) apply between CANIS EXPLORANS, hereinafter referred to as CE, represented by Joshua Brown, Neumühler Weg 11, 66130 Saarbrücken, and the client, hereinafter referred to as the Owner. They apply to all contracts concluded through the website www.canisexplorans.com, via other remote communication methods, in writing, or in person.
- CE reserves the right to amend or supplement the GTC at any time. The version of the GTC valid at the time of booking shall apply.
- Unless otherwise agreed, any conflicting conditions of the Owner shall not apply.

§2 Subject of the Contract

- The contract between CE and the Owner is a service contract for dog walking.

§3 Services

- As part of the dog walking service, dogs are picked up from home, walked in groups of up to 5 dogs at the predetermined times during the day, and then returned home. A prior meeting of the dogs is mandatory, and the conditions for this will be individually agreed upon.
- For individual billing, it is possible to arrange a personalized dog walking appointment. CE reserves the right to offer this service on a very individualized basis and does not guarantee that this service will be offered to every interested Owner.
- CE commits to:
 - Treat the dogs in a species-appropriate and behaviorally correct manner and ensure safe transport
 - Comply with applicable animal welfare regulations to the best of its knowledge and belief

§4 Commencement of the Contract

- The Owner's registration is binding and obligates them to pay the agreed fee on the 1st or the 15th (depending on service start date). The contract is only concluded upon acceptance by CE.
- After the initial registration via registration form, the registration modalities for dog walking apply.
- By registering, the Owner accepts these GTC and confirms that they have read and understood their contents.

§5 Prices and Payment Terms

- The prices and fees in effect at the time of registration on the website (www.canisexplorans.com) or as communicated by phone or email apply. All stated prices are final prices in Euro. Due to our status as a small business under § 19 of the German Value Added Tax Act (UStG), we do not charge VAT and therefore do not display it. Current prices and dates can be requested at any time.
- CE reserves the right, after prior consultation with the Owner, to charge additional travel costs at the customary rate, if the pickup location is outside the specified service area. This information is also available upon request.
- Payments for the dog walking subscription are due immediately upon receipt of the invoice, which is sent prior to the beginning of the billing period. Subscription plans begin exclusively on either the 1st or the 15th of the month.
- Payment for individual billing must be made immediately in cash. The full amount is due at the beginning of the dog walking service.
- If payment is not made on or before the billing date (unless previously notified), no dog walking service will be provided until the invoice is paid in full. The Owner will not be entitled to replacement walks.



- CE is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

§6 Cancellation by the Owner

- Cancellations must be made by phone, SMS, WhatsApp, or email.
- If the Owner is unable to keep a scheduled appointment, cancellation must occur at least 24 hours in advance. Short-notice cancellations (less than 24 hours) or no-shows are not eligible for replacement walks.
- CE reserves the right to charge for unnecessary travel resulting from short-notice cancellations or failure to attend the dog walking session.
- Delays on the part of the Owner at scheduled appointments are at their own risk and do not entitle them to a replacement walk, a reduction in fees or an extension of the dog walking service.

§7 Owner's Obligations

- All participating dogs must have valid canine liability insurance, which must be proven at the latest upon the first participation. The liability insurance must cover damages that may occur during dog walking. If the liability insurance does not cover the damages, the Owner is fully liable.
- The Owner assures that their dog is officially registered.
- All participating dogs must have age-appropriate and valid vaccinations against the following diseases: rabies, distemper, parvovirus, leptospirosis, and hepatitis.
- CE may conduct a vaccination card check at any time. CE reserves the right to remind the Owner in a timely manner before the expiration of the vaccination protection for booster vaccinations.
- All participating dogs should be regularly dewormed.
- The Owner is obligated to inform CE of any health issues or contagious diseases their dog may have before the start of the dog walking service.
- Female dogs in heat may only participate in CE services after prior consultation, and the Owner is required to inform CE early about the heat.
- The Owner is obligated to inform CE in advance about any aggressive tendencies their dog may have.
- During the care period, the dogs must wear a well-fitting collar and no slip harness, which will be provided by the Owner.
- If the Owner has provided false information about their dog or has withheld information, they are obligated to pick up their dog immediately upon CE's request at their own expense.

§8 Cancellation by CE

- CE reserves the right to withdraw from the contract:
 - If the Owner behaves in a manner contrary to the contract or endangers other Owners and/or their dogs.
 - The Owner is obligated to pay the full fee.
 - In the case of unforeseen events, such as weather conditions, that make the dog walking service unreasonable.
 - CE will offer a substitute time and reschedule the dog walking service based on availability.
 - CE also reserves the right to exclude the Owner from the service at its discretion and without stating reasons.
 - CE will refund the Owner the remainders of the fees proportionate to the days unused.
 - If the Owner and/or their participating dog pose a disruption or danger to the smooth running of the dog walking service, or if CE's instructions are not followed:
 - CE will refund the Owner the remainders of the fees proportionate to the days unused

§9 Liability

- CE excludes liability for bodily injury or property damage unless gross negligence or intent is proven.



- The Owner remains the owner of the animal according to §833 BGB (German Civil Code). CE accepts no liability for any damages that may occur during the care period.
- CE is liable for damages caused by the dog to third parties under §834 BGB, provided that a business liability insurance policy taken out by CE covers the damage. The Owner is obligated to reimburse CE for any deductibles or to bear the cost of the damage if the liability insurance does not cover it and no fault on the part of CE can be proven.
- CE is not liable for any damages or injuries resulting from altercations between dogs.
- Despite careful supervision, it is possible that a dog may escape and not be found. If the dog cannot be found despite all efforts, there is no claim for damages, and CE is not liable in any form.
- CE excludes liability for damage to the Owner's personal belongings that are provided during the care period, such as cushions, leashes, collars, or toys.
- CE is not liable for damage or dirt caused in the Owner's home by their own dog.

§10 Copyright

- All materials (text, images, audio, email, video) provided by CE are protected by copyright and may not be reproduced or distributed without written permission.

§11 Subscription

- Monthly subscriptions are valid for a period of 1 month and can be canceled in writing (by email or mail) with a notice period of at least 5 business days before the end of the month. Subscriptions automatically renew for an additional 1 month unless cancelled.
- In individual cases, monthly subscriptions can be paused after prior consultation with CE; however, there is no automatic right to a pause or guaranteed reservation of a spot.
- A reduction in the use of the service requires a notice period of 1 month.
- An increase in the use of the service is possible with immediate effect, provided there is availability.
- CE will announce vacations as early as possible. These absences, as well as sudden illness days, will either be reimbursed or rescheduled based on availability.

§12 Miscellaneous

- The Owner agrees that the data collected by CE may be stored electronically. This data will not be shared with third parties without permission.
- Digital photo and video recordings taken are the property of CE. The Owner agrees to the publication and use of these photos and videos on the website, social media channels, or for training purposes.
- All necessary equipment for carrying out the service, such as durable leashes, blankets, transport boxes, treats, etc., will be provided by CE. Individual requests from Owners cannot usually be accommodated. If a dog has specific dietary needs, the Owner must provide food for their dog.
- If CE deems veterinary treatment necessary, CE is authorized to present the dog to a veterinarian of their choice on behalf of the Owner. The Owner agrees to bear the resulting costs and any additional costs and to indemnify CE against any third-party claims.
- The Owner acknowledges that the dogs are cared for in groups (except in the case of booked individual walks) and that any dog-to-dog contact carries an increased risk of injury.
- CE reserves the right to adapt or cancel agreed-upon appointments if necessary due to force majeure, weather conditions, illness, or injury. In such cases, CE will make every effort to offer alternative dates.

§13 Place of Performance

- The place of performance is Neumühler Weg 11, 66130 Saarbrücken.



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§14 Final Provisions

- This contract is governed by the law of the Federal Republic of Germany.
- Should individual provisions of this contract be or become ineffective, the effectiveness of the remaining provisions shall remain unaffected.

§15 Jurisdiction

The place of jurisdiction is the District Court of Saarbrücken.

As of December 5th, 2025