

Article 1 Definitions

In these general terms and conditions, the following terms are used with the following meaning, unless explicitly stated otherwise.

- 1.1 K9NOSE: Minke van den Bergh owner of one-man business K9NOSE; user of these general terms and conditions.
- 1.2 Participant: the natural person or legal entity with whom K9NOSE as a teacher or organization has entered into an agreement for participation in a workshop, course or training.

Article 2 General

- 2.1 These general terms and conditions apply to all activities and agreements between K9NOSE and participant as well as to all agreements in which third parties must be involved.
- 2.2 The prices on the website are the current prices.

Article 3 Registration

- 3.1 Registration for a workshop, course or training before a fixed date must be made in writing by the participant via the registration form on the website. After registration, the participant has a reflection period of 14 days.
- 3.2 Participation in a workshop, course or training takes place in order of receipt of the registration form.
- 3.3 After receipt of the registration form, the participant will receive an automatic confirmation of receipt. This is not proof of participation.
- 3.4 Registration obliges the participant to pay, even if the automatic confirmation of receipt has not been received.
- 3.5 Approximately 14 days before the start of the workshop, course or training, the participant will receive the final confirmation and invoice, unless you have registered after that period.
- 3.6 Participant is only insured of participation once the invoice amount has been transferred in accordance with the payment term set on the invoice.
- 3.7 By registering you declare your agreement with the terms and conditions stated here.

Article 4 Cancellation or change by K9NOSE

- 4.1 K9NOSE reserves the right to cancel or reschedule the planned workshop, course or training. If a workshop, course or training cannot take place, or in the event of a change in the dates set by K9NOSE, you will be notified.
- 4.2 In the event of cancellation by K9NOSE, the participant will be given the opportunity to participate in the subsequent planned workshop, course or training. If no alternative dates are scheduled, payments made by the participant will be refunded.

- 4.3 If the participant is not able to participate on changed dates, cancellation is possible free of charge and the payments made by the participant will be refunded.
- 4.4 Any refund will never exceed the payments already made.

Article 5 Cancellation or change by participant

- 5.1 Cancellation or change of participation in a workshop, course or training, agreed with K9NOSE, must be made in writing by e-mail or letter. The cancellation or change is final after written confirmation from K9NOSE.
- 5.2 In the event of cancellation by the participant during the workshop, course or training, no refund will be made of the participation fee.
- 5.3 In the event of cancellation by the participant before the start of the workshop, course or training, costs will be charged to the participant, depending on the time when K9NOSE receives the written cancellation. These costs are:
- After registration of a workshop, course or training € 15.00 administration costs. These costs will also be charged if cancellation falls within the set reflection period of 14 days.
 - Cancellation is free of charge up to 45 days before the start of the workshop, course or training.
 - In case of cancellation from 45 to 15 days before the start of the workshop, course or training: 50% of the participation costs.
 - In case of cancellation from 14 days before the start of the workshop, course or training: 100% of the participation costs.
- 5.4 Changes to the workshop, course or training by the participant are only possible in unforeseen circumstances, such as death or illness and must be made in writing by e-mail 24 hours before the start of the workshop, course or training. In acute circumstances, the participant must inform K9NOSE by telephone, if the participant is able to do so.
- 5.5 In case of changes to the workshop, course or training by the participant in unforeseen circumstances, K9NOSE offers the possibility to make up for the missed time in consultation and based on availability.

Article 6 Payment

- 6.1 After receipt of the invoice, the full amount must be paid within the period stated on the invoice.
- 6.2 If payment is not made on time, the participant may be refused access to the workshop, course or training, unless explicitly agreed otherwise in writing.
- 6.3 In the event of late payment, K9NOSE is at all times entitled to allow another participant to replace it. If so, the right of access will lapse.

Article 7 Copyright

- 7.1 All rights to the documentation and teaching materials for the workshops, courses and training provided by K9NOSE are vested in K9NOSE insofar as these rights do not belong to others.
- 7.2 Without written permission from K9NOSE, it is not permitted to disclose or reproduce or use the documentation and/ or teaching materials provided in the workshop, course or training, in any form, or to use it in workshops, courses and training that are not provided by K9NOSE.

Article 8 Liability

- 8.1 By registering via the registration form on the website you declare that you have legal liability insurance (third party liability insurance), because you yourself remain responsible at all times for the behavior and malpractice of your dog during the workshop, course or training and any other activities.
- 8.2 Participation in the workshop, course or training by the dog (s) of the participant and the participant is at the own risk of participant.
- 8.3 K9NOSE is not responsible and liable for damage caused by any cause whatsoever to personal property and the dog of the participant.
- 8.4 K9NOSE is not liable for complaints caused by negligence or default on the part of the participant, failure to report physical complaints or illnesses in advance of the dog taken under his/ her care.
- 8.5 K9NOSE is not liable for damage resulting from incorrect and/ or incomplete information provided by the participant.
- 8.6 K9NOSE is not liable for consequential damage.
- 8.7 K9NOSE is in no way liable for what the participant does with the knowledge acquired after the workshop, course or training.

Article 9 Other provisions

- 9.1 Participant is obliged to ensure that the dog is free from parasites. In case of negligence, K9NOSE is entitled to refuse the participating dog access to the practice area and to exclude it from further participation.
- 9.2 Participant declares that the dog participating in the workshop, course or training in good health and is physically, mentally and emotionally capable, can participate in a workshop, course or training.
- 9.3 Participation in a (practical) exercise by the participant and / or the participant's dog is entirely voluntary and the participant's full responsibility.
- 9.4 Participant takes into account the personal zone of other participating dogs. Some dogs can walk past each other well, in others it can provoke a reaction; pay special attention to entrances and exits.
- 9.5 The participant does not just touch someone else's dog, but asks first.

- 9.6 The participant never gives food to a dog of another participant unless permission has been granted for this. There are dogs that have an allergic reaction to certain ingredients in the food.
- 9.7 The participant does not look a dog of another participant straight in the eye, this may provoke a reaction.

Article 10 Complaints procedure

- 10.1 The complaint can be submitted orally and/ or in writing. We prefer oral submission. After submission, the complaint will be registered and the petitioner will receive a written confirmation of the submission of the complaint as soon as possible and at the latest within 1 week (with the exception of holiday periods) and a telephone contact from Minke van den Bergh of K9NOSE to resolve the complaint. discuss. If a longer period of time is required to conduct an investigation, the complainant will be informed of this within 1 week after submission of the complaint (with the exception of holiday periods). The petitioner will receive information on when K9NOSE expects to give a definitive answer. The complaint will always be treated confidentially.

Dutch law applies to these general terms and conditions. K9NOSE reserves the right to change and adapt these conditions at any time.