

CONTRACT VIAJEDEMASCOTAS.COM WITH THE CLIENT.

GENERAL NACIONAL and INTERNACIONAL TRANSPORTATION



In order for **Viajedemascotas.com** to be able to fulfill the order of transportation of the pet, you ought to READ AND ACCEPT THE FOLLOWING TERMS AND CONDITIONS, as well as sign the contract of "Order and Transfer," of which a copied version will be provided to the client along with the general information about the transportation of the pet and the consent of veterinary care in case of an emergency.

A signed copy of the terms, conditions and the consent of veterinary care, in the case of an emergency, should be handed over to the personnel who will collect your pet in the name of **Viajedemascotas.com**.

Hereby, we are authorized to transport your pet to one of our veterinaries in case it gets sick during the transportation.

The pet must have a valid veterinary certificate, which is achieved 5 days before the transportation. Remember that it is very important that the veterinary certificates or the passports, if necessary, do not have any corrections or external alterations done with correction fluids. Please, check the requirements provided on our web:

<http://www.viajedemascotas.com/en/requirements/>

PAYMENTS

THE COMPLETE PAYMENT WILL BE REALIZED BEFORE THE TRANSPORTATION OF THE PET, if no other indications are provided by **Viajedemascotas.com**. When you book and accept the transportation, 25% of the total payment will be processed. If the client cancels the provision of service, the amount delivered to **Viajedemascotas.com** will be charged in concept of commission for the resolution of the order.

COLLECTION AND DELIVERY

In consideration of the mutual agreements between the client and **Viajedemascotas.com** terms and conditions of the collection and delivery are organized. If an unexpected event occurs, which is not caused by **Viajedemascotas.com**, so that the hour of the delivery cannot be concentered, **Viajedemascotas.com** will inform the client.

Viajedemascotas.com will inform the client where their pet is by sending an SMS along the journey.

The person who booked the trip or somebody they appoint should be present when the pet is to be collected. If this is not the case, a signed consent should be provided together with a photocopy of the pet owner's ID.

If this requirement is not fulfilled, **Viajedemascotas.com** will not proceed with the transportation, but the transportation will be charged as established in the proposal delivered to the client.

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The delivery of the pet at the destination will only be possible to the appointed someone by the owner. If that person is not at the destination proposed to receive the pet, **Viajedemascotas.com** will charge 30 euros daily together with the costs of transport and residence, where the pet will be until the delivery is possible either to the owner or to the appointed someone.

The owner will be charged with all the additional cost until the pet is delivered correctly.

The delivery will take place in a coherent timetable which is wider than the ordinary business hours.

DURATION OF TRANSPORT

It is understood that there is no guarantee, nor an estimation of the duration of the transportation will be provided. **Viajedemascotas.com** will provide you with a phone number of the vehicle in which your pet is traveling, so that you can know the whereabouts of your pet, whenever possible. In the event of not being able to get in contact with the person in charge of the transportation, you can also consult the whereabouts of your pet at <http://www.Viajedemascotas.com>

PETS

Viajedemascotas.com cannot transport animals which are aggressive or dangerous. If our employee examines your pet and considers the transportation to be dangerous for the rest of the pets or for the employees, we have the right to reject the service.

The following breeds are not allowed in various countries: Pit Bull Terrier, Tosa Inu, Dogo Argentino (Argentine Mastiff) and Fila brasileiro.

KENNEL

Viajedemascotas.com transports pets in especially designed areas; therefore it is not necessary for the client to have a "kennel." Our vehicle is prepares so that your pet can feel comfortable and safe.

In the event of the fact that the client prefers to use their own kennel, it should be authorized, in good conditions of use and security; the doors should be able to be closed properly and a water dispenser should be available.

TIME CHANGE

If there is a change in the date or hour of the delivery or collection, it should be notified 72 hours in advance. **Viajedemascotas.com** will confirm the possibility of offering our service according to the modifications solicited. If the modifications are not solicited within the 72 hours stated, an additional fee of 25% of the total cost will be required.

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CANCELLATIONS

Cancellations done after the 72 hours before the pickup will have a cost corresponding to 25% of the cost of the transportation.

It is necessary to have signed the acceptance of the Terms and Conditions attached.