

Our Care Agreement

for all services of Paw Suite Haarlem

Last updated: 1 December 2025

Thank you for choosing Paw Suite Haarlem to care for your furry family member. 🐾
We believe in trust, clarity, and genuine communication — that's why we've put everything important right here, so you always know what to expect.

By confirming a booking and paying the deposit, you agree to these Terms & Conditions. They exist not to complicate things, but to help us build a fair, transparent, and reliable experience for both you and your dog.

If you have any questions or something feels unclear, please don't hesitate to reach out. We're always happy to explain or discuss anything before your stay begins. 🧡

Our Commitment

When your dog stays with us, they become part of our home. We promise to provide a safe, cozy indoor space where they can rest comfortably, with plenty of love, structure, and gentle care throughout the day. We'll serve their meals according to their normal routine, make sure they get the right amount of exercise and playtime, and always keep fresh water available. Oral medications and supplements are given exactly as instructed. Most importantly, we offer companionship, affection, and calm human presence — the kind of attention that helps every dog feel relaxed, secure, and cared for. Dogs are never left alone for long periods, and any special requests discussed and agreed upon before the stay will always be respected.

Scope of Services

We currently offer dog boarding, daycare, dog walking, home visits, and house sitting — each one designed to fit your dog's unique routine, temperament, and care needs. Every dog is different, and our goal is always to make them feel calm, secure, and loved while you're away.

Dog Boarding: Overnight care in our calm, dog-friendly home. Boarding is charged per night. Transfers (pick-up/drop-off) are not included but can be arranged upon request for an additional fee.

Daycare: Daytime care in our home, usually lasting up to 8 hours. We try to stay flexible, so small schedule extensions are often possible. Early drop-offs or late pick-ups may incur a surcharge depending on availability.

Dog Walking: Private walks lasting 30–45 minutes, including pick-up and drop-off at your home. Walks are one-on-one unless a social walk has been approved in advance and both dogs are compatible.

Home Visits: A 30-minute visit to your home for feeding, potty breaks, or gentle care. Perfect for dogs who feel safest in their own environment. Each visit is tailored to your dog's specific routine.

House Sitting: In-home care for your dog at your residence, charged per hour. This service includes companionship, feeding, walks, and their normal routines — offering complete peace of mind while you're away.

Full service descriptions and rates can be found on our website. If your dog has special needs or you'd like to request something a little different, please don't hesitate to reach out. We're always happy to adapt wherever possible — it's what makes our care truly personal. 🧡 Please note that we reserve the right to apply additional rates for special care requirements, extra services, or stays during peak or holiday periods.

Transportation Service

We also offer pick-up and drop-off transportation for boarding guests. This service is available upon request only and depends on our schedule and vehicle availability. To keep every ride safe and comfortable, we can only transport dogs who are comfortable in the car, not overly large, and unlikely to damage or stress in the vehicle.

Our current one-way rates

- Haarlem (€15)
- Amstelveen (€28)
- Amsterdam-Bijlmer / Zuidoost (€34)
- Amsterdam-Centrum (€28)
- Amsterdam-Noord (€32)
- Amsterdam-Oost (€30)
- Amsterdam-West (€23)
- Amsterdam-Zuid (€25)
- Badhoevedorp (€20)
- Bloemendaal (€20)
- Bloemendaal aan Zee (25€)
- Boesingheliede (€15)
- Haarlemmerliede (€15)
- Heemstede (20€)
- Hoofddorp (€20)
- Nieuw-Vennep (€28)
- Zandvoort (€25)
- Zwaanshoek (€20)

Conditions

- We keep rides calm and secure. If a dog causes damage to the vehicle, the owner is responsible for related repair costs.
- Minimum stay: 3 nights.
- Long-stay discount: 50 % off for stays 14+ nights. Free for stays 21+ nights.
- Transportation availability is confirmed case-by-case. We'll always do our best to accommodate your request, but as a small service with limited capacity, we can't guarantee transport for every booking.

Booking Procedure

Availability & Reservations

You can always check our availability on our website to get an idea of open dates. We work on a first-come, first-served basis, and because we're a small-scale, home-based service, we can only host a very limited number of dogs at once. Each guest gets our full attention and care — which means spots often fill up quickly, especially during school breaks and holiday periods.

Availability may change daily, so please wait for our personal confirmation before booking your travel or making final plans. This way, we can make sure your dog's spot is secured and avoid any last-minute stress for you. 🍷

Payment Policy

For dog boarding and in-house care, we'll send you a clear cost overview once your booking is confirmed. To secure your spot, we ask for a 30% deposit of the total amount. Because we only host a small number of dogs at a time, this deposit helps us keep our limited spaces available for families who are ready to commit. Once the deposit is received, your booking is officially secured.

The remaining balance must be paid no later than 7 days before the booking begins. If the payment hasn't been received by that date, the booking may be released to another family.

For daycare and dog walking, no deposit is required. The payment is due before the service begins.

We accept payment via payment link, bank transfer, or cash. Please note that we do not charge VAT, as we fall under the KOR (small business scheme).

Cancellation Policy

We understand that plans can change, but as a small-scale home-based service, every booking represents a dedicated spot that we reserve just for your dog. Once that space is booked, we often have to turn away other families who would have loved to stay with us — so cancellations do have a real impact.

If you need to cancel, please let us know as soon as possible:

Up to 4 weeks before the stay (6 weeks during school or public holidays): full refund of the deposit, minus a €15 admin fee. After these timeframes: no refund possible.

Because each spot is held exclusively for your dog, early departures are also non-refundable. Thank you for your understanding — it helps us stay fair, organised, and available for all the families who trust us with their dogs. 🍷

In genuine emergencies where your entire trip must be cancelled, we may make an exception and offer a partial or full refund. Such exceptions are decided case by case and are not guaranteed, but we always aim to be understanding and fair when unforeseen circumstances arise.

Acceptance Criteria

All Personalities Welcome

We have experience with all kinds of dogs — from rescues to seniors, energetic explorers to gentle souls. Whether your dog is shy, smart, playful, or independent, they're welcome here. We genuinely love meeting different personalities and adapting our approach to make each dog feel comfortable and understood. Dogs staying with us should be well-socialised and house-trained, as we host them in our own home environment. Owners are responsible for sharing all relevant personality traits in advance — this helps us prepare properly and ensure a smooth, happy stay for everyone.

Destructive Behaviour

We can't accept dogs who show destructive behaviour that goes beyond normal puppy play or curiosity — for example, dogs who regularly destroy furniture, doors, or household items. If destructive behaviour was not disclosed in advance, the owner will be held liable for any damage caused.

Puppies

Puppies are always welcome! 🍷 We're familiar with puppy training techniques and understand their natural energy, curiosity, and need for structure. For young puppies who are not yet fully house-trained, a small cleaning surcharge of €5 per day applies.

Service Duration

Dog Boarding

Service Duration

Our dog boarding is charged per night, based on a 24-hour period from the time of drop-off. Each booked night secures a dedicated spot in our home and includes full care and attention for your dog within that 24-hour window.

Check-In & Check-Out Times

We don't have strict check-in or check-out times — we understand that every family's schedule is different. When booking, we kindly ask you to share an estimated drop-off and pick-up time so we can plan the day calmly and make sure every dog gets proper attention.

If you're not sure yet, no problem — just give us your best estimate, and you can adjust it later if needed. We'll always do our best to accommodate changes, depending on availability. While we can't guarantee that every timing adjustment will be possible, we're happy to stay flexible wherever we can. 🍷

Early Pick-Up

If your dog is collected earlier than the booked period, the **full rate still applies**. No partial refunds or claims can be made for early pick-up.

Schedule Adjustments

Sometimes, we may suggest a slightly **earlier drop-off or later pick-up** to help us manage arrivals and departures calmly for all dogs in our care. In such cases, **no extra fees** will apply — we always aim to stay fair and flexible.

Late Check-Out Policy

If the pick-up time exceeds the 24-hour period, a **late check-out fee** applies for **short stays (under 5 nights)**:

- More than 4 hours extra → 50% of the nightly rate
- More than 8 hours extra → 100% of the nightly rate (an additional full night)

Exceptions

We completely understand that travel plans can change unexpectedly. In exceptional cases — such as delayed flights or genuine emergencies — we may review the situation **case by case**. Please note, however, that **waiving late check-out fees is not guaranteed**, though we always do our best to remain understanding and accommodating when things don't go as planned.

Dog Daycare

Our dog daycare service runs from 8:00 AM to 5:30 PM, offering a full day of calm, structured care in our home. If you need earlier drop-off or later pick-up, this can usually be arranged for a small €5 schedule extension fee, depending on availability.

Dog Walking

Our dog walking sessions typically last **30–45 minutes**, including pick-up and drop-off time. Walks can be **extended upon request for an additional fee**, depending on availability and your dog's needs.

House Visits

House visits last around **30 minutes**, which includes feeding, short walks, playtime, and any requested care routines.

House Sitting

Our house sitting service is charged per hour and requires a **minimum booking of 4 hours**. Please note that **we do not offer overnight house sitting** — our sitting services are designed for daytime or evening stays only.

Extended & Emergency Stays

If you're ever delayed due to unexpected circumstances—such as a flight cancellation, illness, or travel disruption—please don't worry. Your dog will continue to receive loving and safe care with us.

If needed, we can keep your dog here temporarily, bring them to your emergency contact, or help arrange alternative care until you return. Any extended time or additional services will be charged accordingly.

Because we're a small, home-based service, another dog may occasionally be scheduled to arrive shortly after your booking. To avoid stress for everyone, we recommend leaving a spare key with a trusted person — just in case of emergencies.

Owner Responsibilities

Dog Health

Your dog's health and safety are always our top priority. All dogs staying with us must be up to date on vaccinations (including kennel cough), flea and tick prevention, and deworming. We also ask that you let us know about any medical conditions, allergies, or sensitivities in advance, so we can adapt your dog's routine and ensure they feel comfortable and well cared for.

Behaviour Disclosure

We kindly ask that you share any health concerns or behavioural traits in advance — such as anxiety, reactivity, aggression, allergies, or sensitivities. The more we know, the better we can prepare the right environment and give your dog care that feels safe, calm, and familiar. Please note that we cannot be held responsible for any incidents, damage, or additional costs that occur because certain information was not shared or withheld. Owners are fully responsible for any damage, injury, or additional costs caused by their dog during their stay. Being open and transparent helps us provide the best possible care and keeps every dog in our home comfortable and secure.

What to Bring

We ask that your dog arrives healthy, clean, and up to date on all vaccinations and parasite treatments. Please bring their regular food, leash or harness, and any medication they may need — and of course, feel free to include anything that brings them comfort. You're always welcome to pack whatever you think will make your dog happiest. Based on our experience, dogs settle in much faster and feel more at ease when they have their familiar things around them. These little details truly make a difference in helping them feel safe and loved while you're away. ❤️ Please note that we cannot be held responsible for loss or damage to personal items left with your dog, such as beds, toys, or accessories.

Communication & Updates

We know how much your dog means to you — and we love keeping you connected while they're here. We truly enjoy sharing sweet moments from your dog's stay — the cuddles, the walks, the naps — and we'll always reach out if we have any questions or need clarification to make sure your dog's care is just right.

During each stay, we share regular updates with short messages and photos, tailored to your preference. Most families enjoy 1–2 updates per day, including one photo — just enough to keep you reassured without overloading your day. If you prefer fewer updates (or none at all), just let us know — we'll always respect your wishes. If you'd like more frequent updates, we'll do our best, but please understand that we can't always guarantee more than two updates and one photo per day.

We genuinely enjoy staying in touch — we just ask for a little understanding that we might not always be reachable right away, just like anyone else. We'll always get back to you as soon as we can. 🧡🐾

Emergencies

Immediate Care

Your dog's well-being always comes first. If a medical issue arises during their stay, we'll contact you or your designated emergency contact immediately. If we can't reach anyone and urgent care is needed, we'll take your dog to your preferred vet (if possible) or to a trusted local veterinary clinic and act in your dog's best interest at all times.

By confirming your booking, you authorize us to seek veterinary attention on your behalf in such cases. All veterinary and medical costs remain the responsibility of the owner.

Emergency Planning

Please provide an emergency contact, ideally someone local who can assist if we're unable to reach you. We also highly recommend leaving a spare house key with a trusted friend, neighbour, or family member — along with your dog's vet passport and clinic details.

We will only ever use these in genuine emergencies — for example, if your travel plans are unexpectedly disrupted or if your dog requires urgent medical attention and we cannot reach you immediately.

While these situations are rare, having a plan in place allows us to act quickly, responsibly, and in your dog's best interest. Our goal is always to handle every situation with care, calmness, and open communication — and a bit of preparation helps us ensure your dog stays safe, happy, and deeply cared for, no matter what happens. 🐾🧡

Our Right to Cancel or Postpone

Because we run a small, home-based service, there may be rare situations where we have to cancel or adjust a booking — for example, in case of serious illness, injury, household emergencies, or any event that makes care unsafe or unsuitable for dogs.

If that ever happens, we'll notify you as soon as possible and help you find alternative arrangements where we can. Of course, any payments made will be fully refunded in such a case.

We truly appreciate your understanding — just as we'd show you the same care and flexibility if an emergency affected your plans.

Right to Refuse or End Care

We do everything we can to create a calm, positive, and safe environment for every dog in our care. Because we welcome dogs into our own home, it's important that everyone here — both humans and dogs — feels safe and comfortable at all times.

For that reason, we reserve the right to decline or end care if:

- a dog shows aggressive or destructive behaviour,
- is in poor health, or
- if important information about their needs, health, or behaviour was not disclosed in advance.

If care must be ended due to undisclosed issues or unsafe behaviour, no refund will be issued, and the owner may be responsible for any resulting damages or costs.

These decisions are never taken lightly — our goal is always to handle any situation calmly, respectfully, and with your dog's well-being in mind. But as we open our home to every guest, we must also protect the peace, safety, and emotional balance of our household — for ourselves, your dog, and any others staying with us.

House Keys & Access

For services that require home access (such as home visits, house sitting, or pick-up and drop-off arrangements), owners may choose to leave house keys with us.

We promise to use your key only for the agreed purpose and time, such as entering your home to collect or return your dog. All keys are stored securely in our home and never labelled with your address or personal details. We do not duplicate keys, and you are free to collect them back at any time.

Our Approach to Solo & Social Stays

We offer calm, one-on-one care, hosting only a very limited number of dogs at a time — ideally just one. However, due to high demand from returning families, we occasionally welcome an additional guest when our capacity allows. This approach still enables us to give each dog personalised attention in a peaceful, home-like environment that feels safe and comforting.

When we host two compatible guests, we carefully select pairings to ensure harmony and a calm atmosphere. **If dogs are not directly supervised, each has a safe, separate space for rest and comfort**, ensuring they remain secure and relaxed. While every match is made thoughtfully and with safety in mind, all interactions between dogs involve some level of unpredictability. **By booking with us,**

owners acknowledge and accept that we cannot be held liable for any incidents, damage, or injury that may occur between dogs during their stay. Owners remain responsible for any costs or damages caused by their dog.

If your dog is not social

We always do our best to arrange solo stays for dogs who prefer their own space. However, due to booking logistics and high seasonal demand, we can't always guarantee completely private stays — especially on arrival or departure days, during holiday periods, or for daycare and short stays (under five nights).

Every stay is planned thoughtfully, with your dog's temperament, comfort, and safety at heart. If your dog requires a fully private stay or doesn't thrive around others, please mention this during booking so we can plan accordingly and inform you of any potential overlap in advance.

Respecting Our Decisions

We receive many requests from owners hoping their dog can join another guest for a social stay — and we love that so many families trust us to make those arrangements. However, as a small, home-based service, we must remain selective to protect the calm, structured atmosphere our guests enjoy.

Social stays are only arranged when dogs are well-suited in temperament, size, and energy level. We work on a first-come, first-served basis — if the initial booking is for a dog who isn't compatible, we won't accept additional guests during that period.

We kindly ask that you trust and respect our judgment in these matters. Every decision is made with experience, intuition, and care, ensuring each dog feels comfortable and our home remains peaceful for everyone.

Liability

At Paw Suite Haarlem, we care for every dog with the same love, structure, and attention we'd give our own — but by Dutch law, **dog owners remain fully and legally responsible for their dog at all times.** Using our services does not remove or reduce this legal responsibility.

Owners are legally and financially responsible for any injury, damage, or loss caused by their dog, to persons, property, or other animals, during or after their stay, unless such harm can be proven to result directly from Paw Suite Haarlem's gross negligence.

While we take every reasonable precaution, we cannot be held liable for **pre-existing medical conditions, undisclosed behavioural issues, or natural incidents** that may occur due to a dog's own behaviour, interaction with other dogs or nature — for example, injuries that could happen while playing, exploring, or moving around.

We take **every reasonable measure** to ensure your dog's safety and wellbeing while they're in our care, and we handle every situation with professionalism, transparency, and compassion. In the unlikely event

that an issue arises **directly due to our actions**, our liability is limited to the **total value of the booked service**. Please notify us of any concerns or damages **within 72 hours after your dog's stay**. While we take every reasonable measure to ensure each dog's comfort and well-being, we cannot guarantee specific outcomes, behaviours, or interactions, as every dog responds differently to new environments.

For your peace of mind, our services are covered by **professional liability insurance**, providing an additional layer of reassurance in the rare event of accidental damage or an incident during your dog's stay. We kindly recommend that all owners also have **personal liability insurance that includes their dog**.

Damage & Owner Responsibility

While we provide a safe and supervised environment, owners remain legally and financially responsible for any damage, injury, or loss caused by their dog that goes beyond normal wear and tear and is not the result of Paw Suite Haarlem's proven negligence.

Damage to Property

If your dog damages furniture, décor, textiles, or any part of our home, the owner agrees to cover repair or replacement costs, or to provide a minimum compensation of €100 per incident depending on the nature and extent of the damage. This includes items that cannot be fully replaced, items that are part of a matching set, items with personal or aesthetic value, partially damaged items whose appearance or lifespan is affected, or any situation where a full replacement would be unreasonably costly relative to the damage. Actual costs may be higher if the damage exceeds this minimum.

Cleaning Fees

Accidents such as urine or soiling that require professional cleaning incur a minimum €50 cleaning fee per incident. This fee only applies when the accident could not reasonably have been prevented by Paw Suite Haarlem and was not the result of a delayed or missed walk. If professional cleaning does not resolve the damage, repair or replacement costs apply.

Non-replaceable or Partially Replaceable Items

For items that cannot be fully replaced or have been partially damaged, compensation will be based on their condition, value, and reparability, and a minimum compensation of €100 may apply.

Damage Affecting Home or Operations

If a dog causes significant damage that affects the liveability of our home, our ability to work, or our ability to provide services, the owner is responsible for all associated repair, replacement, or business-interruption costs, unless the damage directly results from our proven negligence.

Injuries

If a dog injures us, another dog, or a third party, the owner is responsible for medical expenses, follow-up care, and any resulting losses, unless the incident directly results from our proven negligence.

Clarification of Negligence

For clarity, negligence refers only to situations where Paw Suite Haarlem failed to take reasonable precautions that any professional dog care provider would normally take. This includes situations such as leaving doors or gates unsecured, leaving hazardous items within reach, exposing a dog to a known and avoidable risk, or ignoring clear safety warnings that directly lead to damage or injury.

We provide attentive, active supervision at all times, but it is not possible — nor expected — to monitor dogs every single second. Brief moments without visual contact do not constitute negligence, and natural dog behaviour that occurs during these moments remains the owner's responsibility.

Negligence does not include normal, unpredictable dog behaviour such as chewing, scratching, marking, jumping, playing, sudden movements, or anxiety-driven behaviour. Owners remain fully responsible for any damage, injury, or loss caused by their dog that does not directly result from Paw Suite Haarlem's proven negligence.

Our Limitations

While we care for every dog as if they were our own, we also have our **human limits**. We offer this service because we truly love being surrounded by dogs — it brings us joy to create a calm, loving space and give you peace of mind while you travel.

That said, it's important to be transparent about what we can realistically offer. We **never leave dogs alone for long periods**, but like any home, there are moments when we step out — to the gym, for groceries, or for dinner — just as you would do in your daily life.

Our goal is always to balance safety, structure, and affection while still maintaining a healthy rhythm for ourselves. We want every dog's stay to feel natural, not overly controlled — part of a real, loving household.

This balance allows us to care for your dog not just well, but **wholeheartedly**. 🧡

Data Privacy

Your privacy — and your dog's — matters to us. We only store your personal data to manage bookings and stay in touch about your dog's care. Photos or videos taken during your dog's stay may occasionally be used on our website, social media, or marketing materials, always in a positive and respectful way that reflects the joy of their time here. By booking with us, you consent to the use of your dog's name and image for social media and promotional purposes, unless you have explicitly opted out in writing before the stay begins.

We may also share short excerpts from reviews or feedback you've given us (for example, on Google or via message) to help other families discover our services. We never publish full names or personal details without consent.

Legal Jurisdiction & Dispute Resolution

These Terms & Conditions are governed by Dutch law. In the unlikely event of a disagreement, we'll always aim to resolve it calmly, fairly, and through open communication — with the shared goal of ensuring your dog's safety, happiness, and wellbeing.

We truly believe that when we work together with understanding and respect, every situation can be handled in a kind and constructive way. If a formal process ever becomes necessary, the responsible court in Haarlem, the Netherlands will have jurisdiction.

Final Note

We're not a facility — we're a dog-loving home built on trust, care, and connection. Every dog who stays with us becomes part of our little family, and we care for them with the same love, attention, and respect we'd give our own.

We'd never want to offer our services through a list of terms — but these help us set clear expectations, protect every guest, and ensure we can keep offering care that's truly heartfelt and consistent. They're here to build trust and transparency, so you always know exactly what to expect — and so we can keep doing what we love most: caring for dogs with love and intention. 🐾💛