TERMS & CONDITIONS

Version of 12 November 2026

> These terms and conditions apply to all Oh My Dog services (walks, doggy boot-camp, full days, half-days, overnight and long stays). By sending a booking request from ohmydog1936.ch, the dog's owner confirms that they have read and accepted them.

01 Service provider

Oh My Dog, Sabine, 137 Chemin Plan Pra, 1936 Verbier, Switzerland. Contact: on WhatsApp, via the booking form on ohmydog1936.ch.

02 Bookings

All services are by booking only. A request sent through the form or on WhatsApp is not a booking: it is only confirmed once Oh My Dog has approved it personally.

Before a first stay, we arrange a meet-and-greet with the dog and its owner whenever possible. Oh My Dog may decline a booking, in particular if the dog does not seem suited to life in a group.

03 Requirements for the dog

The owner confirms that their dog:

- is microchipped and registered in the AMICUS database;
- is up to date with its vaccinations (vaccination record shown at the first meeting);
- is treated against fleas, ticks and worms;
- is covered by valid third-party liability insurance for dog owners;
- has no contagious disease and no known aggressive behaviour towards people or other dogs.

The owner informs us in advance of any health issue, treatment, allergy, fear, past escape or behavioural specificity. Females in season cannot be accepted in the group.

04 Group life and outdoor activities

Dogs spend much of their time outdoors, in the mountains and in a group. These activities carry normal risks that are part of a dog's life: rough play, minor injuries, scratches, sprains, insect stings, parasites, contact with wildlife or minor illnesses passed between dogs.

Oh My Dog takes every care to limit these risks but cannot remove them entirely. By entrusting their dog to us, the owner accepts them.

Off-lead walks only take place with the owner's consent and in suitable areas.

05 Health and veterinary emergencies

If the dog falls ill, is injured or behaves unusually, Oh My Dog informs the owner as soon as possible. In an emergency, or if the owner cannot be reached, the owner authorises Oh My Dog to take the dog to the nearest vet or to its usual vet and to have any necessary treatment carried out.

All veterinary, medication and transport costs are paid by the owner, who agrees to reimburse them on presentation of receipts.

06 Liability

Oh My Dog undertakes to look after the dog with care and attention (best-efforts obligation). Oh My Dog can only be held liable in the event of proven gross negligence.

The owner remains the dog's keeper and is liable for any damage the dog causes to people, other animals or property, in accordance with Article 56 of the Swiss Code of Obligations. The owner's liability insurance applies first.

Oh My Dog is not responsible for the loss of or damage to items left with the dog (lead, harness, toys, bed…).

07 Serious accident, escape or death

In the event of a serious accident, escape or death of the dog during its stay, Oh My Dog informs the owner immediately and does everything possible to help or find the dog (vet, search, reporting to the authorities and to AMICUS).

If death results from illness, old age, an unreported health condition or an accident not caused by gross negligence on the part of Oh My Dog, no compensation can be claimed. The owner decides on the next steps (post-mortem, cremation…), the costs of which are borne by the owner.

08 Prices and payment

The applicable prices are those shown on the website at the time of booking, in Swiss francs (CHF). Meals and treats: CHF 7. A 40% surcharge applies on public holidays in Valais.

Payment is made as agreed with Oh My Dog when the booking is confirmed (cash, TWINT or bank transfer), at the latest at the end of the service.

09 Cancellations

All cancellations are made on WhatsApp.

- more than 48 hours before the start of the service: free of charge;
- less than 48 hours before: 50% of the price is due;
- no-show without notice: 100% of the price is due.

For long stays, a deposit may be requested at the time of booking. If Oh My Dog has to cancel (illness, force majeure), any amounts already paid are refunded in full.

10 Drop-off and pick-up

The dog is dropped off and picked up at the agreed times. In case of a significant delay without news from the owner, the stay may be extended and charged at the current rate. Only a person authorised by the owner may pick up the dog.

11 Photos

Oh My Dog regularly takes photos and videos of the dogs, which may be shared with the owner and published on the website or on Instagram. Owners who do not wish this simply let us know when booking.

12 Personal data

The information provided (name, contact details, address, information about the dog) is used solely to organise the stay and contact the owner. It is never sold or passed on to third parties, in accordance with the Swiss Federal Act on Data Protection (FADP). The owner may ask to see or delete it at any time.

13 Governing law

These terms are governed by Swiss law. In the event of a dispute, the parties will first seek an amicable solution; failing that, the courts of the canton of Valais shall have jurisdiction.
