

# Happy and Healthy Animals

General conditions for the treatment of clients of Happy and Healthy Animals.

1. The treatment takes place online, by telephone or via zoom and according to the method developed by Martina Mezzetti. Client agrees to the method to be followed by Martina Mezzetti.
2. After the assignment has been concluded, there is a best effort agreement, whereby Martina Mezzetti performs her services to the best of her knowledge and ability. The client is expected to properly enable him / her to perform the agreed services. This includes a cooperative attitude and the provision of sufficient information to determine and carry out the activities.
3. The Client is solely responsible for the consequences of the treatment / consultation and can never hold Martina Mezzetti liable for damage resulting from what ensues from the treatment / consultation and / or is related to it.
4. The client remains fully responsible at all times for his behavior and decisions or the consequences of the treatment / consultation including their animals.

Martina Mezzetti is not liable for damage, of whatever nature, that may arise for or for the client and / or third parties and/ or animals from or in connection with the services provided by Martina Mezzetti, all this in the broadest sense of the word. Insofar as Martina Mezzetti is liable, this liability is limited to the amount charged for the treatment / consultation

5. Aggressive, indecent or non-cooperative behavior gives Martina Mezzetti the right to immediately stop the treatment / consultation without the right to any compensation to the client. The client must pay for his treatment / consultation.

6. If Martina Mezzetti is of the opinion that another form of treatment / consultation is appropriate, she is entitled to terminate the treatment and / or refer it to other authorities.

7. All communications / advice / treatments / consultations given by Martina Mezzetti are without obligation; it is the client's own responsibility to accept it. The client is advised to submit to and / or to all that is discussed during the treatment / consultation have it checked by a (medical) expert before making any decision and / or continuing the treatment / consultation.

8. Both parties are obliged to maintain the confidentiality of all confidential information that they have obtained from each other or from another source in the context of their agreement.

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9. The execution of the treatment / consultation / process takes place at a fixed, previously agreed, fee of € 99 per hour. The previously agreed compensation must be paid by the client at least 24 hours before the start of the treatment / consultation / process.

10. After each treatment / consultation, payment must be made as agreed. If payment is not or not made on time, all judicial and extrajudicial costs are for the account of the client. In that case, all claims of Martina Mezzetti on the client under the relevant agreement and directly related agreements are immediately due and payable. In case of late payment, Martina Mezzetti can suspend or terminate the work, without prejudice to the client's payment obligation.

11. Being late for an appointment does not in principle entitle you to extra time for supervision. If canceled 24 hours before the appointment, the appointment will be postponed to a later date. In the event of a late or no cancellation, the duration of the pre-agreed treatment will still be charged.

12. At zoom and telephone consultations, Martina Mezzetti and the client are both responsible for a properly functioning Zoom program. If, for whatever reason, the connection fails and recovery proves impossible at that time, the consultation will be continued at a different time after mutual consultation and approval.

13. Dutch law applies to every agreement between Martina Mezzetti and the client. The competent court is in 's-Hertogenbosch.