

General Terms and Conditions

Dierentaxi Westland / Pet Transport Westland
Part of Promarweb – Chamber of Commerce: 71169164

Article 1 – Definitions

Provider: Dierentaxi Westland / Pet Transport Westland, part of Promarweb.

Customer: The natural person or legal entity assigning a transport order.

Animal: The pet transported.

Agreement: The agreement regarding transport services.

Article 2 – Services

The provider transports pets and optionally persons between agreed locations, including veterinary visits, airport transport, EU transport, and relocations. Transport is carried out as safely and carefully as possible.

Article 3 – Formation of the Agreement

An agreement is formed when a reservation is made and confirmed by the provider. The provider may refuse reservations without stating reasons.

Article 4 – Reservations

Reservations should be made at least 24 hours in advance. Urgent bookings require phone contact and are not guaranteed.

Article 5 – Payment

Payment via request, cash, or invoice. Trips over 100 km and international transport require advance payment.

Article 6 – Business Accounts

Business customers may only pay on account with prior written approval. Administrative fees may apply.

Article 7 – Cancellation

Benelux: free within 24h, otherwise full charge.
EU international: after deadline, 40% fee applies.

Article 8 – No-show

If absent without cancellation, the full fare is due.

Article 9 – Waiting Time

15 minutes standard, 30 minutes for airport pickups.

Article 10 – Special Luggage

Special items must be declared in advance. Otherwise, availability is not guaranteed.

Article 11 – Animal Health

Animals must be healthy, safe, and non-dangerous. Transport may be refused otherwise.

Article 12 – Responsibility

Owners remain responsible for their animals and any damage caused.

Article 13 – International Transport

Customer responsible for documents, vaccinations, and legal compliance.

Article 14 – Liability

Limited to direct damages caused by intent or gross negligence and capped at trip value.

Article 15 – Force Majeure

Provider may cancel or modify services due to circumstances beyond control.

Article 16 – Personal Data

Processed under GDPR for service execution, administration, and communication.

Article 17 – Applicable Law

Dutch law applies. Disputes handled in the Netherlands.

Article 18 – Complaints

Must be submitted within 48 hours. Response within 14 days.

Article 19 – Pricing

Prices include VAT. Additional costs may apply for waiting time, detours, and tolls.

Article 20 – Insurance and Risk

Transport at customer's risk unless negligence. Veterinary help may be arranged at customer's expense.