

House Rules Veterinary Clinic

You are most welcome at our veterinary clinic. In order to carry out our work properly and safely, we apply house rules. By entering the clinic and/or contacting us, you agree to the rules set out below. This helps ensure a pleasant environment for everyone and enables us to provide the best possible care for your animal.

General rules

- Always follow the instructions of our staff.
- Where there is reason to do so, staff may ask you to present a valid form of identification.
- The clinic accepts no liability for theft occurring inside the premises or on the outdoor grounds.
- The use of mobile phones, tablets or laptops must not cause nuisance or disturbance.
- The use of drugs and alcohol is prohibited. If you are under the influence, you may be refused access to the building.
- Theft and vandalism will not be tolerated; we will always report such incidents to the police and may recover any resulting costs.
- Making audio, photographic or video recordings is permitted only with the express consent of the healthcare provider (veterinarian, veterinary nurse, assistant, etc.).
- Smoking inside the premises is prohibited. Outside, smoking is permitted only in designated areas.
- Please park cars and place bicycles only in the designated parking spaces and bicycle racks.

Rules of conduct

- Keep your pet on a short lead. Cats must be kept in a carrier, and aggressive dogs must wear a muzzle.
- Treat one another politely and with respect, respect each other's privacy, and keep an appropriate distance.
- Do not disturb conversations or treatments.
- Aggressive behaviour will not be accepted. Physical and verbal violence and weapons are prohibited.
- Unwanted intimacies are prohibited. Remarks, jokes, gestures, touching or other behaviour that causes someone to feel uncomfortable or threatened will not be accepted.
- Discrimination is prohibited. This includes, among other things, disadvantaging, bullying, insulting or verbally abusing others on the grounds of, inter alia, origin, religion, belief, sexual orientation, age, behaviour or appearance.

Consequences of non-compliance

- If you do not comply with the house rules, we may address you about your behaviour, issue an official warning, deny you access to the practice and/or contact the police.
- In the event of repeated or serious violations, we may unilaterally terminate the treatment relationship. In that case, we will no longer provide care to your animal.
- Physical violence or (death) threats will result in immediate deregistration.