Dog Walking Services Agreement

Edition of 23 October 2026.

Adhesion agreement. It is concluded by acceptance of the Public Offer (section 10) or by signing this agreement. Almaty; the date of conclusion is generated automatically when the order is placed on the website.

House Concierge Company LLP, BIN 251040034077, represented by Director Yuriy Dmitrievich Golubev, acting on the basis of the Charter (hereinafter, the **Provider**), and the citizen whose full name, IIN and contact details are entered by the Owner when submitting a request on the website and are inserted automatically into this agreement (hereinafter, the **Owner**), have concluded this agreement as follows.

1. Subject

1.1. For a fee, the Provider arranges and ensures the walking of the Owner's dog (hereinafter, the **Pet**) in accordance with the rate chosen by the Owner when submitting a request on the website. The name of the rate, the number of walks per day, the duration of a walk (30 minutes) and the period of service are automatically entered into the agreement from the request and the Questionnaire data and constitute its essential terms.

1.2. The Provider may engage specialists (self-employed persons, individual entrepreneurs, companies) for walking and is liable to the Owner for their actions as for its own.

1.3. Information about the Pet is given in the Questionnaire (Appendix 1). The Questionnaire is an integral part of the agreement; knowingly false information is a material breach of the agreement.

1.4. The provisions of this document on the website also apply to the HCC mobile app (the "mobile app"), unless their nature indicates otherwise; actions made on the website (request, consent, acceptance, payment) may be made in the mobile app and have the same force.

2. Rates

Rate	Price
Month, 1 walk per day (30 min)	120,000 ₸
Month, 2 walks per day (30 min each)	200,000 ₸
Year, 1 walk per day	1,150,000 ₸
Year, 2 walks per day	2,000,000 ₸

2.1. Second dog of the same Owner: a 50% discount on the price of the chosen package for the second dog, provided that both dogs are walked at the same time, by the same dog walker and for the same walk duration. The discount applies to the price of the second dog's package and cannot be combined with other discounts.

2.1.1. One dog walker walks no more than two dogs of the same Owner at a time. The terms of walking a third and further dogs (a separate dog walker, price) are determined individually on request and formalized by a supplementary agreement.

2.1.2. One-off walks are not provided: the service is rendered only under a monthly or annual rate.

2.2. Procedure for conclusion and payment: the Owner submits a request and fills in the Questionnaire; HCC checks the data and confirms the request; a trial walk is held with the Owner present; after that HCC sends an invoice with a payment link. Payment is made in advance for the whole period. The service starts after payment. The trial walk (one per Pet, up to 30 minutes) is free for the Owner. If after the trial walk the Owner declines, or HCC or the dog walker refuses the service (aggression of the Pet, illness, inconsistency with the Questionnaire), no payment is charged. If the Owner did not provide access or did not hand over the Pet for the trial walk, a repeat trial walk is possible only with the consent of an HCC manager. Payment methods and refunds — the Bank Card Payment Rules and the Refund Policy.

3. Warranties and obligations of the Owner

The Owner represents and warrants that:

3.1. he or she is the owner of the Pet or lawfully disposes of it;

3.2. the Pet is healthy and, at the start of the service, vaccinated (including against rabies) in accordance with the veterinary legislation of the Republic of Kazakhstan, the vaccinations are valid for the entire period, and supporting documents have been provided to the Provider; the Pet has been treated against fleas and ticks;

3.3. the Pet is identified and registered, and the keeping and walking of the Pet are carried out in the manner established by the legislation of the Republic of Kazakhstan on responsible treatment of animals and the Rules for Keeping and Walking Domestic Animals in the City of Almaty approved by the maslikhat of the city of Almaty; the Pet is regularly treated against parasites;

3.4. the Questionnaire has been filled in fully and accurately. The Owner has **notified in advance** of all cases of aggression, bites, escapes, fear of people, animals or transport, picking things up from the ground, illnesses (epilepsy, heart, joint, skin conditions), heat, pregnancy, and taking of medication;

3.5. The name, breed, age, weight, vaccination data and other information about the Pet are specified by the Owner in the Questionnaire on the website and are automatically entered into the agreement. The Pet is older than 3 months and vaccinated against rabies. If according to the Questionnaire the Pet belongs to animals requiring special responsibility of the owner under the city rules, it is walked only on a short leash and in a muzzle, by a dog walker over 21 years of age; off-leash walking is prohibited;

3.6. The Owner provides a serviceable collar or harness, a leash (not a retractable one), a muzzle, and an address tag with the Owner's phone number. The muzzle is put on in the cases provided by the city rules (including in crowded places and during transportation); for animals requiring special responsibility of the owner — always. Choke collars and electric collars are not allowed;

3.7. The Owner provides access in good time (key, code, concierge) and reports changes in the Pet's health and behavior, vacations and other circumstances;

3.8. The Owner remains the owner of the dog; liability for harm caused by the Pet during a walk is allocated under section 8.

4. Obligations of the Provider

4.1. The walk is conducted on a leash and in the Owner's harness/collar, without letting the Pet off the leash in unfenced areas, on safe routes and in places where walking is not prohibited.

4.2. The dog walker does not leave the Pet unattended, does not tie it up near shops and building entrances, does not hand it over to third parties, and does not allow contact with other dogs, people and children without the Owner's consent and the Pet's reaction stated in the Questionnaire.

4.3. Cleaning up after the Pet is at the Provider's expense.

4.4. The Provider sends the Owner a report: time, duration, track (if applicable), photos, notes on toilet and well-being. No photos of the interior are taken.

4.5. The Provider ends the walk early and safely returns the Pet if: the Pet shows aggression or feels unwell, the heat is above +30 °C, the frost is below −20 °C, there is a thunderstorm, downpour or ice, or there is a danger to the dog walker or the Pet. Such a walk is counted as provided if at least 10 minutes have passed; otherwise it is rescheduled.

4.6. The Provider does not feed the Pet outside the Questionnaire and does not give medication without the Owner's written instruction.

5. Keys and access to the home

5.1. Handover and return of keys are formalized by an act (Appendix 2). The keys are kept by a responsible person of HCC, are not marked with the address and are not passed to third parties. Loss of keys is the Provider's risk, and the Provider compensates the replacement of the key or lock at documented cost.

5.2. The dog walker enters the premises only to collect and return the Pet and does not use the Owner's property.

5.3. If there is no access (the key does not work, the Pet is not handed over, nobody is there) for more than 15 minutes, the walk is considered provided and is not refunded.

6. Incidents

6.1. **Escape, loss of the Pet:** the dog walker immediately calls the Owner and HCC (+7 775 771 60 23) and starts a search; HCC helps with announcements and posts. The search costs are borne by the Provider if the escape occurred through the dog walker's fault.

6.2. **Illness, injury:** the dog walker informs the Owner within 10 minutes and, at the Owner's instruction, takes the Pet to the veterinary clinic specified in the Questionnaire. If the Owner is unavailable for more than 30 minutes, HCC has the right to take the Pet to the nearest 24-hour clinic for emergency care. The Owner gives consent to this in advance and reimburses the clinic's bill of up to 100,000 ₸ per case without additional consent of the Owner; above this amount, urgent treatment is carried out in agreement with the Owner, and if the Owner is unavailable — to the extent necessary to save the Pet's life and stabilize its condition, according to the clinic's documents.

6.3. **Fight, bite, harm to third parties:** the dog walker separates the animals in a safe way, gives assistance, if necessary calls an ambulance/veterinarian, records witnesses and contacts, and informs the Owner and HCC. The party whose fault is established compensates the damage (clause 8).

6.4. A report (Appendix 3) is drawn up on any incident within 24 hours.

7. Refusal and suspension

7.1. The Provider has the right to refuse to walk the Pet, suspend the service and terminate the agreement unilaterally if the following are revealed: false information in the Questionnaire; aggression of the Pet creating a danger to people or animals; illness requiring quarantine; absence of vaccinations; repeated violations of access/payment; threats to the dog walker. Refund — in proportion to the unused period under the monthly rate.

7.2. The Owner has the right to cancel an individual walk no later than 30 minutes before it starts; in case of a later cancellation the walk is considered provided. The Owner has the right to terminate the agreement early by giving HCC written notice; the refund is made based on the actual time the service was provided: for a monthly subscription — the cost of the unused full days, for an annual one — monthly billing (for the months in which the service was provided, including the current month, 1/12 of the annual price per month is retained, and for the following months it is refunded). The subscription is paid in advance.

8. Liability

8.1. The Provider is liable for harm caused to the Pet and the Owner's property if it arose through the Provider's fault (breach of clause 4, escape due to failure to hold the Pet on the leash, leaving it unattended, injury due to an unsafe route). The amount of liability is the actual damage confirmed by documents (including veterinary expenses); in the event of death or loss of the Pet through the dog walker's fault, compensation is up to 250,000 (two hundred and fifty thousand) tenge.

8.2. The Provider is not liable for: illness or injury of the Pet caused by a hidden illness or inaccurate information from the Owner; picking up poisoned or prohibited items on the street despite proper supervision; behavior of the Pet that the Owner did not report; force majeure.

8.3. During the walk, liability for harm caused by the Pet to third parties is borne by the Provider (the dog walker). The provisions of clause 8.2 on inaccurate information from the Owner remain in force.

8.4. The limitation of liability does not apply in cases of intent or gross negligence of the Provider and does not diminish the consumer's rights under the law.

9. Miscellaneous

9.1. The Owner's consent to the processing of personal data (his or her own and information about the Pet) and to photo/video recording of walks as part of the report is given upon conclusion of the agreement.

9.2. Claims are sent to info@hcckz.com and considered within 10 business days. Disputes are resolved in accordance with the legislation of the Republic of Kazakhstan, including the Law of the Republic of Kazakhstan No. 274-IV of 4 May 2010 "On Protection of Consumer Rights", at the location of the defendant or in another manner provided by law.

9.3. The agreement is valid until the end of the paid period. Auto-renewal — only with the Owner's consent.

9.4. The governing law is the law of the Republic of Kazakhstan. The agreement is concluded in Almaty.

Details of the Provider

House Concierge Company LLP, BIN 251040034077, registered address: Almaty, Kairat microdistrict, 153/47-68, actual address: Almaty, Tole Bi St., 189/3, building 6, account KZ58722S000051248942 (KZT), Kaspi Bank JSC, BIC CASPKZKA, tel. +7 775 771 60 23, info@hcckz.com, website: https://hcckz.com. Director — Y. D. Golubev.

Owner

The full name, IIN, address, phone and e-mail are specified by the Owner when submitting a request on the website and are automatically entered into the agreement. The Owner's acceptance is made on the website (ticking the consent box and payment).

Appendix 1. Pet Questionnaire

Field	Data
Name, sex, age, breed, weight	
Chip/brand, registration	
Vaccinations (dates), parasite treatment	
Chronic diseases, allergies, medication	
Feeding, prohibitions (what must not be picked up/given)	
Behavior with people, children	☐ friendly ☐ cautious ☐ fearful ☐ aggression: _____
Behavior with dogs	☐ friendly ☐ selective ☐ reactive ☐ aggression: _____
Bites/fights in the past	
Escapes, fears (cars, elevator, noise)	
Commands, picking things up from the ground	
Harness/collar, leash, muzzle	
Veterinary clinic, phone, expense limit	
Contacts of the Owner and a trusted person	
Address, floor, access (key, code), rules	

Appendix 2. Key Handover Certificate

Almaty, date: _____

House Concierge Company LLP (hereinafter, the Provider) and the Owner specified in the agreement have signed this certificate as follows.

1. Handover of keys

Parameter	Data
Agreement (number, date)	
Owner (full name, phone)	
Address of the premises	
Number of keys / access cards / key fobs handed over	
Description (lock, type, special marks; without the address on the keys themselves)	
Intercom code, concierge, other means of access (if necessary)	
Keys received by (full name of the Provider's responsible person)	
Place and method of storage	
Storage period	from _____ to _____

2. Terms of storage and use

2.1. The keys are kept by the Provider's responsible person in a locked place, are not marked with the address, are not copied and are not passed to third parties.

2.2. The keys are issued to the dog walker only for the duration of a specific walk and are returned to the responsible person immediately afterwards.

2.3. The dog walker enters the premises only to collect and return the Pet and does not use the Owner's property.

2.4. The Provider immediately informs the Owner of any loss of keys. The Provider compensates the replacement of the key or lock at documented cost.

3. Return of keys

Parameter	Data
Date and time of return	
Number of keys / cards / key fobs returned	
Condition of the keys, remarks	
Keys returned by (full name, position)	
Keys received by (full name of the Owner or representative)	

3.1. The keys are returned to the Owner in person or destroyed on the Owner's written instruction after the end of the agreement or the paid period.

Signatures

Provider	**Owner**
House Concierge Company LLP	Full name:
_____ / _____	_____ / _____

Appendix 3. Incident Report

Almaty; the report is drawn up within 24 hours of the incident (clause 6.4 of the agreement).

1. General information

Parameter	**Data**
Agreement (number, date)	
Owner (full name, phone)	
Pet (name, breed, age)	
Dog walker (full name, phone)	
Date and time of the incident	
Place of the incident (address, landmark)	

2. Type of incident (tick)

☐ escape, loss of the Pet ☐ illness, injury of the Pet ☐ fight, bite ☐ harm to third parties ☐ damage to property ☐ early termination of the walk (weather, aggression, danger) ☐ other: _____

3. Description

Question	**Answer**
What happened (sequence of events)	
Actions of the dog walker	
Participants and witnesses (full name, phone)	
Injured parties (person or animal), nature of the harm	
Whether assistance was provided (veterinarian, ambulance), by whom, at what time	
Veterinary clinic, document number, amount of expenses	

At what time and by whom the Owner and HCC were notified	
Photos, video, walk track attached	☐ yes ☐ no

4. Measures taken and further actions

Parameter	Data
Measures taken	
Preliminary assessment of damage	
Further actions and deadlines	

5. Position of the parties

Party	Remarks
Owner	
Provider	

Signatures

Provider	Dog walker	Owner
_____ / _____	_____ / _____	_____ / _____