



K9 VOICE

## TERMS OF SERVICE

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Those terms of service have been updated on January 1, 2026

### Legal notice

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Attestation de connaissances n°2017/e51a-0039  
Passed in August 2017

Insurance contract n°10151222404  
Axa France IARD SA / Agence République

### 1. Purpose of the Terms

The Terms aim at defining how the services will occur between :

- the Professional, represented by Ingrid Mulson, dog behavior consultant for K9 Voice (commercial name of the individual company) ;
- and the Client, represented by the owner and/or holder of the dog(s) that is concerned by the services.

Agreeing to the Terms conditions the collaboration as soon as the first appointment and is attested by the signature of a contract.

The Professional reserves the right to change the Terms at any moment. If those modifications turn out to be detrimental to the Client, the Professional will propose an amendment to the contract.

### 2. Services

The services take place either at the Client's house (his/her main or secondary residence), or in another place to which the dog regularly goes, or in a public area, or in a place determined depending on which service is to be attended, or via Internet.

#### - Assessment :

The presence of each member of the household is ideally required during the assessment and as long as it lasts ; it is essential so that the Professional can assess as precisely as possible the various pieces of information she is transmitted and the situation of the home, and thus is able to determine the work to be carried out.

The Client acknowledges that the assessment alone may not be enough to fulfill his/her requests.

#### - Individual courses :

No course will be booked without an assessment first.

In addition to the assessment, courses can be considered ; their number varies according to the mentioned needs and evolution of the situation. No precise number is established in advance. They allow the training plan to be put into practice.

#### - Solo courses :

Depending on the needs of the Client and those of his/her dog, the Professional trains the dog on her own, whether inside or outside. No Solo course is booked without an assessment first nor without the Client attending Individual courses about what is to be trained. They are exceptional so that the Professional does not substitute for the Client's part as the owner.



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Those courses aim at assessing the dog without the affects that influence the daily life usually, at reinforcing the work that has been started, and at improving and/or readapting the advice the Professional provided.

### - Separation anxiety protocol :

This protocol aims at identifying the disorder suffered by the dog when he/she is alone or without a particular being, at desensitizing the signs he deems as anxious ones, at making his/her moments alone serene.

The Professional accompanies the Client according to a schedule established on a daily basis, with exercises to be carried out. The program lasts for 30 done sessions and takes place by visioconference ; only the first appointment is likely to be at home. It can be renewed tacitly by period of 30 sessions, with no limit.

If the Client does not want to renew the protocol, he lets the Professional know about it by email at least three days before the renewal.

### - Attestation for owning a « dangerous dog » :

In compliance with interministerial decree 2009-376 of 1<sup>st</sup> April 2009, the Professional is authorized to provide the training delivering the attestation of aptitude to own a « dangerous dog » as indicated in article L211-12 of the rural and maritime fishing code.

The Professional is authorized by the following Prefectures : Paris (75), Yvelines (78), Essonne (91), Hauts-de-Seine (92), Val d'Oise (95).

It takes place at the Client's house, with his/her own dog, over one day and is seven hours long.

The program is in line with the one laid down by a decree of the Ministers for Agriculture and the Interior.

At the end, the Professional gives the Client an Attestation of Aptitude, a copy of which she keeps and one that she sends to the Prefecture concerned with the Client's place of residence.

### 3. Fees

The fees are in €.

Services	Rates w/o VAT	V.A.T	Rates w/ VAT
Assessment	50 €	20 %	60 € per hour
Individual course	50 €	20 %	60 € per hour
Solo course	40 €	20 %	48 € per hour
Separation anxiety protocol	300 €	20 %	360 € per 30 sessions
Attestation Aptitude « dangerous dog »	150 €	20 %	180 € per home
Travel cost	7,50 €	20 %	9 € Round Trip

The sessions attended online are rated the same fee as the services.

Travel costs may be added to the services. They are fixed.

If the Client lives within 30 minutes on foot from K9 Voice headquarters, he/she is exempt from the travel costs ; they are calculated with GoogleMaps. Nonetheless, he/she will be charged if a session takes place outside that reach. If a session takes place within 30 minutes on foot from K9 Voice headquarters, the Client is exempt from the travel costs, no matter where he lives.

Inasmuch as the Professional is subjected and and liable for the V.A.T., a 20 % rate is applied to the fees. Her intra-community V.A.T. number is FR14492360490.

The Professional reserves the right to modify the fees at any time. The price to be paid is the one displayed when booking for an appointment. In case a modification should be detrimental to the Client, an amendment is added to the contract, which will validate or break the continuity of it.



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### **4. Payment**

The Client may pay for the services :

- by cash ;
- by check made out to "Ingrid Mulson E.I." ;
- by transferring the sum with the IBAN of the Professional.

The Client has 30 calendar days from the date of the invoice to pay the services he would not have already paid.

The invoices for the separation anxiety protocol are sent at the beginning of each period of 30 days of the program.

If the Client commits to the protocol to treat the separation anxiety his/her dog has suffered from, the started month is due if he/she interrupts the program.

If the Client needs it, he/she can agree on a payment schedule with the Professional.

If any health issue would occur during a session, whether to the Client and/or his/her dog, the Client is free to put an end to it. Any session terminated prematurely by the Client without reasonable justification does not exempt him/her from full payment thereof. In order for it not to be fully charged, a justification (health, death) may be requested.

In case the Client would not pay totally or partially an invoice in due date, he/she receives a first reminder by email ; then, if he/she has still not paid, two other reminders are sent by email. In case the Client would not respond or pay, the Professional sends him/her a reminder by registered mail with acknowledge of receipt. At the end of this procedure, if the Client has still not paid the invoice or its remaining amount, the Professional may refer the issue to the Judicial Court of the domicile of the Client.

### **5. Service area and times**

The Professional is likely to intervene anywhere in Ile-de-France, as long as it is accessible within an hour on foot, by public transportation, by car from the headquarters of K9 Voice, which are in Viroflay, Yvelines (78).

No trips will be made by car in Paris, apart from a few exceptions.

The time to get to a place is calculated by considering only a favorable weather and a context with no disturbance.

If the Client wishes to benefit from the Professional's services but is more than an hour away or is unable to meet her directly, the Professional proposes remote sessions.

The Professional is likely to intervene from Wednesday to Monday, from 9:30am to 9pm ; she is unavailable on Tuesdays and every 21<sup>st</sup> of each month.

### **6. Delay, postponement or cancellation of service**

For any delay, each party, i.e. the Professional and the Client, informs the other as soon as possible.

Any cancellation made less than 24 hours before the appointment does not exempt the Client from paying it, apart from a reasonable justification (health, death).

As the Professional heads for the Client either on foot or by public transportation or by car, she is dependent on the vagaries of the latter one.

### **7. Rights and duties of the Client**

The Client declares on his/her honor to be the dog's owner. All minors is accompanied by their parents or by a responsible adult.



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At the appointments, the Client brings along the equipment and products necessary for the smooth running of the session. In case of doubt, he/she asks the Professional for advice so that she can provide him/her with a list.

The Client is fully and constantly responsible for his/her dog. Any damage that the dog may cause to objects or third parties is the responsibility of the Client (except when the Professional is working with the dog directly).

The Client acknowledges that his/her commitment and following the Professional's advice are necessary for the situation to be changed. The Client cannot hold the Professional responsible for his/her dog's behaviors outside the sessions, including after the contract has been terminated.

The Client commits to contacting the Professional in order to report any doubt, question, need for advice, information to provide, an appointment to make (non-exhaustive list). The Client acknowledges that no request made that way will replace a course.

### **8. Rights and duties of the Professional**

The Professional has a duty of means towards the Client. She uses her expertise to provide the Client with her knowledge, experience, or refer them to another professional, considering their situation. She has the duty to provide advice and know-how that corresponds to what falls within her skills and the Client's situation.

As the Professional works with living beings, without controlling every parameters around, she cannot be obliged to show results as expected.

The Professional commits to answering the Client as soon as possible, according to the information he/she has communicated to her.

The Professional commits to contacting the Client in order to follow up his/her needs and the evolution of his/her situation. That follow-up does not replace a session.

The Professional is responsible for the Client's dog and for any damage he/she may cause to equipment and/or third parties when she works with the dog herself and directly.

She has taken out professional liability insurance with Axa France IARD SA / Agence République, of which the contract number is n°10151222404.

The Professional reserves the right to terminate a session in case of disrespect or verbal and/or physical violence by the Client. The service remains due.

The Professional reserves the right to terminate a session in case she consider that third parties, including herself, should be in a risky situation because of the Client. The service remains due.

The Professional reserves the right to terminate a contract for the very two points mentioned above. Any unpaid service remains due.

### **9. Confidentiality**

In no way does the Professional transmit the Client's personal information to a third party without his/her consent.

Whether it is to identify, create memories, or have a view of the training sessions, the Professional is likely to take pictures and/or videos.

Regarding the sharing of pictures and/or videos of the dog(s) taken during the session(s), only his/her dog is visible (or an unidentifiable part of the Client's body). For images taken indoors, only those on which it is not possible to identify the Client's house are likely to be shared.

The Professional asks the Client for his/her consent as to what options he/she chooses : none, one he/she consents to, all of them.

The Client has the right to access, rectify and oppose. To exercise this right, he/she may make his/her request :

- by email to [contact@k9voice.com](mailto:contact@k9voice.com)

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- by mail to Ingrid Mulson E.I. - K9 Voice, 168 avenue du Général Leclerc, 78220 Viroflay.

### **10. Litigations**

The Professional has subscribed to the Consumer Mediation Center of Justice Conciliators - CM2C -, which the Client can contact if he considers that he has a dispute with the Professional that he cannot resolve directly.

As the headquarters of the Professional are located in Yvelines (78), it falls within the jurisdiction of the Court of Versailles to investigate disputes between her and the Client.