

The regulations are valid from September 1st 2024

1. General provisions

§1. Meaning of definitions used in these regulations:

- a) **Dietary patient** – an animal (dog or cat) presented for a visit by its owner, hereinafter referred to as the "patient",
- b) **Dietary patient's owner** – the owner of the animal (dog or cat) who registers it for the visit, hereinafter referred to as the "owner",
- c) **Nutritionist** – a service provider qualified in the field of animal nutrition, in accordance with the current level of scientific knowledge
- d) **Digital goods** – digital content within the meaning of the provisions of the Consumer Rights Act (Journal of Laws of 2014, item 827), this applies to e-mail messages with dietary recommendations after a visit, hereinafter referred to as the "dietary report".

2. Essential lab tests before the first visit

§1. Before the visit, the patient's owner needs to provide test results for the animal (ordered no later than 3 weeks before the first visit),

§2. Essential lab tests include: morphology, extended biochemistry, extended ionogram and history of previous treatments,

§3. In specific cases, if the animal's condition requires it, the nutritionist may recommend that the owner performs additional tests: ultrasound, urine test, stool examination, echocardiography or other tests necessary to prepare an appropriate dietary report.

3. Price

§1. The price list is valid from September 1st 2024,

§2. The following fees apply for individual services:

- a) The first visit – 135 €,
- b) Follow-up visit – 50 €,
- c) Monthly dietary care – 200 €,
- d) Monthly dietary care continuation – 100 €,

e) Short visit – 30 €,

f) Herbal supplements – 135 €.

§3. Discounts apply for family groups (more than 2 animals), FCI breeders, foundations and shelters.

§4. To determine the amount of the discount, the pet's owner should ask a nutritionist at the following e-mail address: petstudypl@gmail.com.

4. The first visit

§1. During the first visit, a dietary interview about the animal (dog or cat) is carried out. Additionally, the provided medical documentation, the animal's current diet and its general physical activity are also analysed,

§2. The visit takes place online (via the platform selected by the nutritionist), by phone (applies only to people living in Poland) or via e-mail or messenger (selected by the nutritionist),

§3. The visit lasts 75 minutes and can be ended earlier if the owner has no questions about the animal's diet,

§4. After the visit, the owner receives a dietary report to the e-mail address provided in the registration system within 7 working days.

5. Follow-up visit

§1. A follow-up visit is possible only for owners who have previously used the option of a first visit or monthly dietary care,

§2. The follow-up visit is intended to modify existing dietary recommendations regarding the type of diet and dosage of supplementation,

§3. A follow-up visit may take place 3-4 months after the previous visit or depending on the needs of the animal's owner. In chronically ill animals the suggested time for a follow-up visit is usually 3-6 weeks after the previous visit,

§4. The follow-up visit takes place online (via the platform selected by the nutritionist), by phone (applies only to people living in Poland) or via e-mail or via messenger selected by the nutritionist,

§5. The visit lasts 45 minutes and can be ended earlier if the owner has no questions about the animal's diet,

§6. After the visit, the owner receives an dietary report only if anything changes compared to the previous report, at the e-mail address provided in the registration system.

6. Monthly dietary care

§1. Monthly dietary care is intended for owners who want longer-term cooperation, ongoing contact with a nutritionist or those who anticipate that they may need more support, e.g. due to the animal's health condition (e.g. allergies, chronic diseases) or complete changing the animal's diet (e.g. switching from dry food to a raw diet),

§2. During monthly care, at the first meeting, a dietary interview about the animal (dog or cat) is conducted and the provided medical documentation, the animal's current diet and its general activity are additionally analysed,

§3. The first meeting takes place online (via the platform chosen by the nutritionist), by phone (applies only to people living in Poland) or via e-mail or via messenger chosen by the nutritionist,

§4. The first meeting lasts 75 minutes and can be ended earlier if the owner has no questions about the animal's diet,

§5. After the meeting, the owner receives an dietary report to the e-mail address provided in the registration system within 7 working days,

§6. The owner's animal is covered by 30-day dietary care, starting from the date of the visit - i.e. the owner is entitled to daily written contact with a nutritionist (by e-mail at the following address: petstudyp1@gmail.com) regarding the dietary report sent,

§7. It is possible to extend the monthly dietary care. If the owner extends it before it ends, the care is extended for another 30 days,

§8. The extension of monthly dietary care must be communicated in advance to the nutritionist in writing via e-mail (petstudyp1@gmail.com). The owner must also provide a bank transfer confirmation, in accordance with the price list.

7. Short visit

§1. During a short visit, the pet owner has the opportunity to ask a few short, general questions about the nutrition and supplementation of his animal (dog or cat),

§2. Questions may concern topics such as: assessing the composition of a specific dog/cat food, choosing a supplement, calculating the animal's caloric demand,

§3. An owner who wants to make an appointment for a short visit must first send a question to the nutritionist (to the e-mail address: petstudyp1@gmail.com) in order to verify whether the answer can take place as part of a short visit or whether a full visit will be required,

§4. The visit takes place online (via the platform selected by the nutritionist), by phone (applies only to people living in Poland) or via e-mail or via messenger selected by the nutritionist,

§5. The visit lasts 20 minutes and can be ended earlier if the owner received an answer to his or her question in a shorter time,

§6. During a short visit, the nutritionist does not analyse the test results or the diet of the owner's animal.

8. Herbal supplements

§1. During the visit, an interview is conducted regarding the animal (dog or cat). Additionally, the provided medical documentation is analyzed,

§2. During the visit, the dietitian does not analyze the animal's diet, only selects herbal products (herbs, herbal supplements) that may be supportive in a specific health or behavioural problem,

§3. The owner is obliged to seek the opinion of the veterinarian treating the animal about the use of herbal remedies – in particular interactions with medications administered to the animal,

§4. The visit takes place online (via a platform selected by the dietitian) or in writing – via e-mail or instant messenger (selected by the dietitian),

§5. The visit lasts a maximum of 60 minutes and can be ended earlier if the owner has no additional questions about their animal,

§6. After the visit, the owner receives a written report along with recommendations, on the e-mail address provided in the registration system within 14 days.

9. Questions after receiving dietary report

§1. Up to 7 business days after receiving the dietary report, the owner may send one e-mail containing questions that occurred to him or her while analysing it. You will receive a response from the nutritionist within the next 7 business days.

§2. The nutritionist does not answer questions that arise between scheduled visits,

§3. In case of a large number of new questions and emerging doubts, you should book a follow-up visit or use the short visit option,

§4. If there are any doubts about the animal's health, the owner should contact the animal's veterinarian.

10. Medication

§1. The nutritionist does not make decisions regarding the administration, discontinuation or modification of the dosage of medications for the animal - in case of doubt, the owner should contact the veterinarian treating the animal.

11. Reservations and payment

§1. Reservation of the visits is only possible via the website.

§2. Immediately after making the reservation, payment should be made by making a transfer to the following details:

- **Bank transfer title:** Dietary visit + name of the animal,
- **Account number:** PLN 55 1560 0013 2008 8290 2000 0001

- **Name:** PETSTUDY Agata Baranowska
- **Address:** Grecka 1, 05-230, Kobyłka, Poland

§3. If the payment is not entered up to the above-mentioned bank account within 3 days of making the reservation, the nutritionist reserves the right to cancel the reservation.

12. Cancellation or changing the appointment date

§1. It is not possible to cancel an scheduled and paid visit. It is only possible to postpone its date,

§2. Changing the date requires submitting such a request 5 business days before the scheduled visit date to the e-mail address: petstudyp1@gmail.com,

§3. Failure to meet the above deadline results in assuming that the visit has taken place. The owner of the animal is not entitled to a refund.

13. Absence and lateness for the visit

§1. Absence of the animal's owner – if the owner does not show up for the scheduled visit, it is deemed to have taken place. Failure to reply to messages sent via messenger/e-mail is tantamount to the absence of the animal's owner. The owner of the animal is not entitled to a refund.

§2. Lateness of the animal's owner – in this case the visit time is shortened by the delay time.

14. Start of the visit

§1. The nutritionist contacts the patient's owner at the scheduled time. In case of:

- a) Telephone call – calls once at the scheduled time of the visit, and the owner is obliged to answer the call,
- b) Written conversation via messenger or e-mail – writes at a designated time to the messenger/e-mail address previously agreed with the owner,
- c) Online meeting – at least 5 minutes before the start of the visit, the nutritionist sends the owner an active link to the meeting to the e-mail address provided when booking the visit.

15. Costs to the animal owner

§1. The pet's owner covers the costs of: recommended medical tests, veterinary and veterinary-related care, diet and supplementation on his/her own.

16. Following the dietary report

§1. Following recommendations regarding diet, supplementation, physical activity and medical tests is voluntary and the owner does so at his or her own risk. If there are any doubts about the patient's health condition and possible contraindications to following the nutritionist's recommendations, the opinion of the veterinarian caring for the animal should be sought. It is also recommended to consult a veterinarian and a zoophysiotherapist before starting the recommended physical activity. Diet and supplementation are intended to support the treatment process, but do not replace the patient's consultation with a veterinarian.

17. Authors' rights

§1. All materials prepared for the owner of an animal using dietary services are protected by copyright and may be used only for personal use. Any copying, sharing or distribution of these materials without the nutritionist's consent is prohibited. The owner undertakes not to distribute the received materials. All copyrights, without any time or territorial restrictions, belong to the nutritionist performing the service, in accordance with the Act of February 4, 1994 on copyright and related rights (Journal of Laws of 1994, No. 24, item 83). No part of the materials may be distributed or copied in any way (including electronically) without the written consent of the nutritionist.

18. Refusal to provide services

§1. The nutritionist reserves the right to refuse to provide services in situations where the animal's owner is under the influence of drugs or alcohol. She may also refuse if the owner behaves in a vulgar or offensive manner. Moreover, the nutritionist may terminate cooperation with the owner at any time if the owner does not comply with the rules of these regulations.

19. Returns/Withdrawal from the contract

§1. The right to withdraw from a contract concluded remotely (or off-premises) is not available to the consumer in relation to contracts for the supply of digital content, including a dietary report sent in the form of an e-mail that is not saved on a tangible medium.

20. Consumer complaint

§1. Each service recipient has the right to submit a complaint if the dietary service provided does not meet the standards described in these regulations. Complaints should be sent to the following e-mail address: petstudyp1@gmail.com within 7 business days from the date of receiving the dietary report. The content of the complaint should include such data as: data of the person submitting the complaint, a detailed description of the complained event and the reasons for reporting. Each complaint is considered within 14 business days from the date of receipt and the result of the complaint is sent to the reporting person electronically to the e-mail address from which the complaint was submitted.

21. Responsibility

§1. The owner of an animal using the services of a nutritionist is informed that the services provided do not guarantee the achievement of the expected result. Achieving this goal may be difficult or impossible due to the animal's health condition or failure to follow dietary report. Failure to achieve the results expected by the owner does not constitute grounds for a refund. The nutritionist is not responsible for the consequences resulting from incorrect application of the recommendations sent in the dietary report. Improper application of the recommendations may result in negative effects on the animal's health, and in extreme cases even the death of the animal – the nutritionist is not responsible for such events.