



Premium Psí Hotel

OPERATING RULES
PREMIUM DOG HOTEL – DOG HOT
Bříza, 50312 Věstary

Mandatory vaccinations and treatment for dogs

The hotel only accommodates dogs with the appropriate vaccinations, which the dog owner is required to prove with a valid vaccination certificate. Before arriving at the hotel, the dog must be treated for external and internal parasites in a timely manner. The dog must not show any signs of infectious diseases. If the dog is not healthy or does not have the required vaccinations, the operator reserves the right to refuse to accept the dog at the hotel. The operator is not responsible for any infectious diseases contracted by the dog during its stay at the hotel. If any health problems are discovered during the dog's stay, the operator will arrange for the necessary treatment by a veterinarian. The associated costs will be charged to the dog owner in full. If your dog is not neutered, this must be reported in advance. If your female dog is in heat or pregnant during her stay, this must also be reported in advance and the necessary items (heat pants) must be provided.

Check-in and check-out

Based on the accommodation booked, the hotel is obliged to accommodate the dog no earlier than 8:00 a.m. and no later than 10:00 p.m. A different time for accommodation and pick-up of the dog is possible only upon prior written agreement with the hotel operator (via e-mail or text message). The times for accommodation and pick-up of dogs can be found on our website in the check-in/out section. The exact conditions for accepting/handing over dogs are available on the hotel website. Compliance with the agreed arrival/departure time is necessary for operational reasons.

Accommodation reservations

We only accept dogs at the hotel after a preliminary reservation. The accommodation reservation is considered confirmed upon payment of the full price of the stay. Payment can be made by bank transfer to the operator's account, QR code, and all other options offered by the reservation system. If the total price of the stay has not been paid, the reservation is not considered binding, the operator is not obliged to guarantee a free room, and the room will be offered to another interested party.

Cancellation fees

Only cancellations made no later than 15 days before the planned arrival of the dog at the hotel are considered timely cancellations. In the event of a timely cancellation, the full price of the accommodation will be refunded in full.

In case of cancellation between the 14th and 8th day before the planned arrival of the dog at the hotel, the interested party is obliged to pay the hotel a cancellation fee of 50% of the paid price of accommodation.

In case of cancellation 7 days or later before the planned arrival of the dog at the hotel, the customer is obliged to pay the hotel a cancellation fee of 100% of the paid price for accommodation. The dog owner is obliged to pay the full price of the accommodation in advance according to the valid price list, no later than on the day of the dog's arrival.





Premium Psí Hotel

Room cleaning and equipment

During the dog's stay, rooms are cleaned and washed daily. Water and food are changed twice a day, unless otherwise agreed. After the dog's departure, the room is completely cleaned and disinfected.

Safety

Children under the age of 10 should not be left unattended in the hotel, paddocks, and adjacent areas. Hotel guests may use the hotel car park, but please note that it is not guarded and the hotel is not responsible for any loss or damage to guests' parked vehicles. The hotel is not responsible for items left unattended in vehicles.

Provision of information during your stay

You can view photos and videos of your pets daily on the DOG HOT Instagram account, including short comments so you know how your dog is doing.

Conditions for dog behavior

We give priority to 100% non-aggressive, socialized dogs that are not aggressive towards people. It must be possible to handle the dog without any problems (walking, cleaning the room, making the bed or dog bed, feeding, changing water, etc.). Dogs must not seek attention from other dogs.

Immediate termination of stay

Dogs that repeatedly and persistently behave aggressively towards people will be returned to their owners. Upon admission, the dog owner is obliged to provide truthful information about the dog's behavior, point out any potential risks, and provide the contact details of a person who can take the dog if it is necessary to terminate the stay and the owner is abroad at the time or cannot come for the dog immediately for any other reason. If the dog attacks and injures staff, the owner will be charged the full amount of the associated expenses.

Daily schedule for dogs staying at the hotel

Every day at the hotel is governed by a fixed schedule, which is available on the hotel website www.dog-hot.cz. The schedule, or daily routine, regulates the times for walking, activities, care, rest, feeding, and sleeping. The schedule is prepared based on professional knowledge of dog care and the needs of dogs. It serves primarily to help dogs quickly adapt to their new environment and new people, as well as to ensure privacy and rest, sufficient activities, and the satisfaction of each canine client's needs.

Bathing and coat care

Our canine clients enjoy their stay in the exercise areas with other dogs throughout the day, which includes their favorite activities such as rolling around in the grass. It is therefore common for dogs to get dirty and tangled. You can book bathing and grooming for your dog during their stay. If you are interested in these services, please book them in advance. These services are not included in the price of accommodation and are charged according to the hotel's current price list. We use only high-quality and proven cosmetics for coat care, according to the needs of individual dog breeds.

OGHOT Premium Dog Hotel

address: Bríza 99, Bríza, Všešary 503 12

Website: www.doghot.cz | **Tel.:** +420 602 666 586 | **Email:** info@doghot.cz

Oberbank AG, Account (CZ-K): 2111133008/8040 | **IBAN:** CZ 8040 0000 0021 1113 3008 | **BIC:** OBKLCZ2X

Company ID: 15063658 | **Tax ID:** CZ15063658 | File number: C 9057 registered at the Regional Court in Hradec Králové





Premium Psí Hotel

Upon agreement, it is possible to use your own cosmetics that your dog is used to from home. In this case, the dog owner must provide the necessary cosmetics before the start of the stay or during the stay, before the planned bathing.

Late or failure to pick up your dog

If the owner is late in picking up their dog without prior consultation, the owner will be charged for an additional day of stay according to the valid price list. If the owner cannot be contacted within the following 3 days and does not come to pick up their dog, the dog will be placed in the nearest shelter and the owner will be informed of this event by e-mail or SMS.

Operator:

Vitesse, spol. s r.o.

Na Pastvinách 663/8, 500 08 Hradec Králové – Třebeš

Company ID: 150 63 658

Valid from 15.10.2023

