

HUNDEHOTEL

Important Information

Guide for a Hotel Stay

Dear Dog Owner,

We are pleased that you trust Tom's Dog Hotel with the care of your dog. You will find everything you need to know here. Please read all the points carefully so that the stay can proceed smoothly and pleasantly. If you have any questions, please feel free to contact us at any time!

Reservation Process

- After you receive confirmation that your dog(s) have a place with us, you will be sent all the information and an admission form.
- First, please carefully read all the information regarding prices, terms and conditions, and cancellations.
- Please fill out the admission form with all required information and send it back to us along with a copy of your dog's vaccination record.
- Mandatory vaccinations: valid rabies vaccination (last vaccination at least 3 weeks ago).
- Please note that we **do not accept female dogs in HEAT**. If heat occurs during the stay, your dog will be separated from the other dogs. The additional costs incurred must be borne by the owner.
- Once we have received and reviewed all your documents, we will send you a written confirmation of your booking. Only then does the reservation guarantee apply, and our cancellation policy will be in effect.

Checklist - What to Bring?

- Very important: Your dog!
- Sufficient food for the entire stay.
- Medications/supplements (if necessary) in sufficient quantity.

- NO bowls, toys, etc.
- Blankets or beds can be brought. Please note that these may be damaged in a shared room.

Stay

- Please keep your dog on a leash upon arrival until it is taken over by our hotel staff. Please go directly to the hotel entrance. There are outdoor rooms with dogs on our premises who prefer their peace and quiet.
- Payment for the hotel costs can be made on-site in cash or by EC card. On request, prepayment by invoice is possible. Late payments are not allowed.
- The hotel staff follow a structured schedule to provide the best care for all dogs, so planning is very important to us. Please adhere strictly to the agreed drop-off and pick-up times within our designated time slots.

Drop-off Times at Tom's Dog Hotel 06:30 to 09:30 and 16:00 to 19:30

(Arrival day is considered a full day)

Pick-up Times at Tom's Dog Hotel 07:00 to 08:00 and 16:00 to 19:30

(Departure after 08:00 will be charged as a full day)

- If your dog is a day guest, no room viewings are possible. We receive many dogs daily and need to attend to all of them. A visitor in the hotel would cause great disruption to all the dogs. Therefore, we ask for your understanding that there is simply no time for this. For longer stays, viewings in the form of a trial stay can be arranged.
- For new clients, a trial stay is absolutely necessary before longer stays. This day stay (10:30 am to approximately 6:00 pm) costs €20 per dog.
- We understand that you may miss your four-legged friend a lot. You will receive a mobile number for contact during the stay. This number is only for use during the hotel stay. For other hotel inquiries, please use email only.

We hope we have answered all your questions. If you enjoyed your stay, we would greatly appreciate a Google review.

Your Team at Tom's Dog Hotel

