

Important Information



Guide to a hotel stay

Dear dog owners,
we are delighted that you are entrusting the care of your dog to Toms Hundehotel. Everything you need to know can be found here. Please read all points carefully so that the stay runs smoothly and pleasantly. If you have any questions, we are always happy to help!

Reservations & Bookings

- A stay is only **confirmed** once we have received your completed admission form and have sent you a confirmation.
- Please read all information on prices, terms and conditions and cancellations carefully. You will receive all documents from us in advance.
- You must send us a **copy of your dog's vaccination record** together with the admission form **before** the stay. Without valid vaccinations we cannot admit your dog.
- We will only send you a booking confirmation once we have received and checked all documents. Until then, the stay is **not** guaranteed.

Checklist - What to bring?

- Most important: your dog!
- Food in **sufficient** quantity for the entire stay.
- Medication / supplements (if needed) in **sufficient** quantity. Administering medication or supplements is charged separately.
- NO bowls, toys etc.
- You are welcome to bring blankets. Please note that they could get damaged in a shared room.

Your stay

- Please note that we do **NOT accept females in heat**.
If your dog comes into heat during her stay, she will be housed separately. Any additional costs are borne by the owner.
- When you arrive and walk to the entrance, your dog must be on a leash. Please go straight to the hotel entrance. There are outdoor rooms with dogs across our grounds who would like their peace and quiet.
- You can pay on site in cash or by debit card (EC) when you drop off your dog, or by bank transfer in advance. Payment after the stay is not possible.

- Please be sure to keep to the agreed drop-off and pick-up times within our set time windows. Our hotel staff follow a fixed routine so that every dog is cared for as well as possible, which makes planning very important for us.

Drop-off times: 7:00 - 9:30 and 16:00 - 19:30 (the day of arrival counts as a full day)

Pick-up times: 7:00 - 8:00 and 16:00 - 19:30 (pick-up after 8:00 is charged as a full day)

- If your dog is a day guest, it is not possible to view the rooms in advance. We welcome a great many dogs every day, have to care for all of them and make sure our four-legged guests can settle down. Constant visits by strangers would make that very difficult. Thank you for your understanding.

- For longer stays, a viewing can be arranged in the form of a trial stay. Before a longer stay (if your dog has never been with us before), a trial stay is essential.

- We understand that you may miss your four-legged friend a lot. You will receive a mobile number so that you can reach us during the stay. It is intended only for the duration of the stay. Please send any other enquiries about the hotel by email only.

A typical day at our dog hotel

The day at our boarding kennel begins at 6:30. Throughout the day the dogs take turns in our large outdoor runs and, if they get along with others, can make new four-legged friends. In the runs, the dogs are supervised and kept busy by the hotel team. There is room to play and romp, but also to relax and retreat - a pleasant, harmonious atmosphere is very important to us. This allows us to respond to each dog's individual needs and make their stay as pleasant as possible. The last toilet walk ends at 21:00, so the night until morning is not too long.

We hope we have answered all your questions. If you enjoyed your stay, we would be very grateful for a positive Google review.

Your team at Toms' Hundehotel