



The "Rieshof Dogresort" dog boarding facility strives to take care of and look after your dog to the best of our abilities during their stay. The animals are treated with utmost care and respect according to their individual needs. In case of any issues, the owner will be promptly informed. We are available for any inquiries and/or advice to make your pet's stay as enjoyable as possible.

Verena & Sergio

## T & S

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**Drop-off and Pick-up Times** — Drop-off and pick-up must occur during the agreed upon times in order to provide adequate care for all the dogs. Drop-off and pick-up can be done on any day of the week from Monday to Sunday morning at the following times:

Morning: 9:00am - 10:00am

Afternoon: 6:00pm - 7:00pm

Afternoon hours are closed on public holidays!

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**Price for the Stay** — The price list is an integral part of the contract. The stay must be paid either via bank transfer during the stay or in cash or card upon departure. The daily rate for the boarding service is calculated for a period of 24 hours. If this period is exceeded, an additional day will be charged.

Example:

Drop-off in the morning - Pick-up the next morning = 1 day

Drop-off in the morning - Pick-up the next afternoon = 2 days

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**Early Pick-up** — In case of an early pick-up of the animal, it is necessary to notify us before. Please be aware that the reserved days and not just the actual days of stay will be charged.

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**High Season** — During high season (from June to September and from mid-December to mid-January), it is necessary to book in advance, fill out and sign the care contract, and make a deposit. The deposit will be refunded in the event of a cancellation if we are notified at least 20 days prior to the scheduled drop-off date.

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**Bathing** — For those who wish, there is the possibility to have the dog washed. If you would like to avail this service, please inform us during drop-off or make an appointment at least 3 days in advance by calling +39 388 7711311.

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**Menu** — The menu at the dog boarding facility includes high-quality dry food that is given to each individual animal at the appropriate times and in the necessary quantity for an additional fee. It is recommended to bring the usual food from home to avoid a sudden change in diet (different brand, quality, or type), which may lead to diarrhea or loss of appetite.

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**Vaccinations** — Upon drop-off, the dog must have a vaccination passport that shows all current vaccinations. The vaccination card must be presented at the beginning of the stay. The boarding facility does not take responsibility for any illnesses that occur in the dog after their stay.

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**Kennel Cough** - Dogs must be vaccinated against kennel cough. This disease is not dangerous but easily transmittable. To minimize the risk of infection, it is mandatory that all housed dogs are thoroughly protected through vaccination.

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Tick and Parasite Treatment — At the beginning of the stay, the dog must be in good health and have received treatment for ticks, fleas, and parasites to ensure protection throughout the entire stay. If any issues arise during the stay and the dog requires treatment, the relevant costs will be charged.

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Heat — Female dogs in heat cannot be accepted. If the female dog goes into heat during the stay, the boarding facility does not assume any responsibility for any potential consequences that may arise as a result.

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Injuries/Accidents — Disagreements between dogs are always possible. Despite taking the best precautions and exercising due diligence, injuries can occur within the group. The boarding facility does not accept any liability for veterinary costs or any claims for damages of any kind.

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Medications — If the animal suffers from specific illnesses or requires regular treatments, it is crucial to inform us upon drop-off! If it is necessary to administer medications, they must be provided with a prescription or a statement from the attending veterinarian confirming that the animal requires this medication. Administering medications is considered an additional service that will be agreed upon and quantified drop-off.

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Veterinary Care/Illnesses/Emergencies — If the dog requires sudden medical treatment while staying at our dog boarding facility, the owner and the usual attending veterinarian will be immediately informed. If both are unreachable, our trusted veterinarian will be consulted. If it is necessary to take the animal to the veterinary clinic, transportation will be organized by us. The veterinary services provided and our assistance and transportation services will be charged upon the dog's pick-up. For sick and/or elderly animals, we decline any responsibility for a deterioration in condition or death of the animal.

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Property Damage — The boarding facility does not assume responsibility for any damages to the owner's personal belongings (leashes, collars, toys, sweaters, pillows, etc.). Therefore, it is advised to bring only items of low value.

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Dog Escaping — Despite the utmost care, a dog may escape from the dog boarding facility. The boarding facility does not accept any responsibility for such incidents. In such cases, any form of compensation is excluded.

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Obligation to Inform and Owner's Responsibility — The dog owner is obliged to inform the boarding facility in advance about any behavioral issues their dog may have, such as destructive behavior, aggression, separation anxiety, or illness. The dog owner is liable for any damages caused by their dog. The owner must have liability insurance for the dog.

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Name of the dog owner

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Name of the dog

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Microchip Number

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The indicated dog owner declares to have read the terms and conditions of Rieshof Dogresort dog boarding facility and accepts them.

Rolo,

Kind regards,

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