

## **Terms and conditions for staying at Hundegården Askøy AS**

It is important that you as our customer carefully read through the dog hotel's conditions before booking your stay. If you have any questions regarding our terms, please contact Merete.

By submitting the booking form, you are accepting these terms.

### **1. Costs**

The cost of the stay is valid from the confirmed drop-off day up to and including the confirmed pick-up day. Morning drop-off and afternoon pick-up (commenced new day) accrues an additional cost of NOK 230.

The price for a double room assumes that 1 person can walk the dogs at the same time and that the dogs can have their meals in the same room.

Dog food (Purina Proplan) is included.

We do not offer a discount if you bring your own food.

The cost includes dog walks, fun and play time, cuddling, feeding, showers, and VAT.

### **2. Payment**

The stay is paid in full by debit card or Vipps upon drop-off.

### **3. Opening hours**

June 1st to August 31st: 08:00 - 09:30 and 16:00 - 17:30.

The rest of the year: 09:00 - 10:30 and 16:00 - 17:30.

### **4. Booking**

All bookings are done on our website through the booking form.

If you previously have submitted this form, it will be sufficient to send us an email with the desired dates and drop-off / pick-up time.

All bookings will be confirmed via e-mail. Hundegården Askøy reserves the right to reject orders.

### **5. Changes and cancellations**

If you wish to make changes or cancel a stay, make sure to let us know as soon as possible via e-mail.

During school holidays and regular holidays there is an additional 25% charge for the entire booked period if the cancellation is made 7 days or less before the confirmed arrival date.

In all other periods, the same fee rate applies if cancellation occurs 2 days prior to the agreed arrival date.

For all periods, the entire stay will be paid if a cancellation is made within 1 day of the confirmed arrival.

Hundegården Askøy reserves the right to cancel orders at least 3 months prior to the agreed arrival. In this case, this is done in writing by email to the customer.

### **6. Veterinary care**

The dog must be healthy or under controlled veterinarian treatment when staying at Hundegården Askøy.

If the dog is under treatment and must be medicated during the stay, this must be clarified with us in advance. All medicines must be clearly labeled.

## **7. If the worst should happen**

Dogs should be safe with us, but accidents or situations can occur in the same way they do at home.

If we suspect disease or injury in a dog, we will contact a veterinarian whom will advise on whether the dog should be examined or possibly give us advice on what we can do ourselves. We will contact the owner in advance, but if we consider it veterinary assistance necessary, we will bring the dog to the veterinarian if we're unable to reach the owner. Veterinary costs will be paid to the owner. We offset any veterinary expenses that must be reimbursed from the owner upon collection of the dog.

## **8. Vaccination requirements**

The dog owner is obliged to make sure that the dog is vaccinated when he/she arrives at Hundegården Askøy. The vaccine must have happened within 12 months and the dog must be vaccinated at least 14 days prior to its stay with us (1 week if annual vaccination). If you are unsure whether your dog meets the vaccination requirements, contact your veterinarian well in advance of your stay.

Please note that all customers must present a valid vaccination certificate upon drop off. We reserves the right to reject customers who cannot show valid vaccination certification.

## **9. Tick treatment**

The dog must be adequately protected while staying with us during tick season.

## **10. Personal equipment**

Make sure the dog always wears a collar and feel free to bring a harness for walks.

If the dog has a blanket or bed, this can be brought along to give the dog comfort and feel at home. Lost or broken effects will not be replaced.

Leash and flexi leash must be labeled with the dog's name. Medicine must be clearly labeled with the dog's name and user instructions.

## **11. Miscellaneous**

These terms and conditions apply to all future orders, even if they are made by phone, e-mail, etc.