



GENERAL RULES AND TERMS

1. GENERAL PROVISIONS

HAPPY TAILS is a registered business for the provision of temporary pet accommodation services at the address: Bregi, Stanići 19a, Matulji, OIB 25506258195, hereinafter referred to as the “dog hotel”

These rules on temporary pet care regulate the legal relations between dog owners and the dog hotel.

The valid rules are publicly available on the hotel's website; www.happytils.hr
Terms used in these rules that have a gender meaning are used neutrally and refer equally to male or female gender.

2. CONDITIONS FOR DOGS' STAY

1. The basic conditions for a dog's stay in the hotel are:
 - that it has a valid pet passport,
 - that it is microchipped,
 - that it is regularly vaccinated against infectious diseases and rabies,
 - that it is healthy or in a stable state of health,
 - that it is treated against external and internal parasites in its usual way
 - that it is socialized

3. RECEPTION OF DOGS IN THE HOTEL

1. When bringing a dog to the hotel, the Dog Owner must fill out and sign the admission form for his dog
2. In the admission form;
 - The owner guarantees the completeness and truthfulness of the data entered in the form,
 - The owner confirms that he is familiar and agrees with all the rules and conditions required by the hotel.
3. By signing the admission form, a contract is concluded, according to which the hotel commits to provide the dog owner with the service of temporary accommodation of his dog in accordance with the rules specified below, while the dog owner commits to pay the hotel for the service provided, as determined by the price list.

4. The hotel will make it possible to fill out the admission form at the hotel address, upon arrival of the dog or by sending a form via e-mail so that the owners can fill it out before arrival.
5. The owner of the dog can, in the admission form, under the mentioned inquiry about picking up the dog, indicate any other person who would or will pick up the dog from the hotel.
6. The owner of the dog, by signing the admission form, allows photographs or video recordings of the dog during their stay in the hotel, to be used in the marketing purposes, unless it is explicitly prohibited.
7. If the owner of the dog does not inform the hotel when receiving the dog that dog has any kind of reactive or aggressive tendencies, the hotel will not be held responsible for possible extraordinary situations such as physical confrontations between dogs or causing material damage, and the owner of an aggressive dog will bear all possible costs of repairing the damage or veterinary costs.
8. Upon proper completion and signing of the admission form and inspection of the necessary documents (dog's passport), the hotel employee begins the procedure of collecting the dog from the owner.

4. DOG STAY AT THE HOTEL

1. Hotel employees and associates are obliged to protect and treat dogs in a way that protects their lives, health and well-being in accordance with applicable laws, regulations and declarations on animal rights and welfare, with special attention to the comfort of staying at the hotel.
2. Hotel employees and associates must respect the specific requirements of dog owners regarding the needs of the dog, and if, due to special needs, it is necessary to adjust the price of accommodation and services, they will inform the owner of this before signing the admission form and taking over the dog, so that the owner is aware of and agrees to it.
3. For each dog that is undergoing therapy, it is necessary to keep records of the administration of medications or other preparations according to the data from the admission form and provide the same to the dog owner upon taking over, if the dog owner requests it.
4. If the dog owner has not filled in the medication information on the admission form and has not informed the employees, the hotel accepts no responsibility for any consequences.
5. The hotel is obliged to keep dogs within a fenced area in order to prevent uncontrolled movement or escape of the dogs.
6. During the stay at the hotel, the dog will be fed with food;
 - delivered by the dog owner with a schedule and quantity determined by the owner.
 - provided by the hotel according to the accepted selection and quantity determined by the dog owner
7. Each dog will be provided with a sufficient amount of fresh, clean water at all times.
8. Hotel employees are obliged to take the dogs for a walk or run at least three times a day, depending on the weather conditions and the needs of each individual dog, and in accordance with the special requests of the owner specified in the admission form.

9. If the dog's behavior proves to be different from that specified in the admission form (e.g. aggressiveness or reactivity), the hotel employees will immediately notify the owner and, in agreement with the owner, continue or discontinue the care of the dog.

5. DOG LEAVING THE HOTEL

1. When picking up a dog from the hotel, the staff will hand over the dog exclusively to the dog's owner or the person who is listed as authorized to pick it up when filling out the reception list.
2. The hotel staff reserves the right to refuse to hand over the dog to third parties who do not have a written authorization from the dog's owner.
3. The authorized person who will pick up the dog must have a valid identification document with a photo; ID card, passport, driver's license. The hotel does not bear any responsibility for the dog after picking up the dog from the hotel.
4. Before the dog leaves the hotel, the owner or the authorized person who picks up the dog is obliged to pay the fee for the dog-sitting service provided, to the hotel. Otherwise, the hotel is authorized to refuse to hand over the dog to the Owner in accordance with the provisions of the Obligations Act, until the Owner pays for the services provided.

6. RE-ARRIVAL AND EXTENSION OF THE DOG'S STAY IN THE HOTEL

1. When a dog returns or extends its stay in the hotel, the rules and price list in force at that time apply.
2. Subsequent extensions of stay can be agreed in writing via e-mail or SMS message, which must define the new date of collection of the dog, and the message must be confirmed by the hotel employee.
3. When a dog returns to the hotel, the dog's owner only fills out an appendix to the admission form, which will be provided by the hotel employee, which lists the most important current information about the dog's current condition, and it will be necessary to bring a certificate of valid vaccination for inspection.

7. COSTS AND ACCOMMODATION AND OTHER RELATED COSTS

1. The dog's stay at the hotel will be charged according to the valid price list on the day of the dog's arrival at the hotel.
2. If the dog owner does not pick up their dog at the agreed time and does not inform the hotel staff of the change, each subsequent day will be charged double the amount.
3. If the owner is unannouncedly late at the agreed time, an additional cost determined by the hotel's price list will be charged for picking up the dog for more than one hour.
4. In case of emergency visits to the veterinarian, the owner of the dog, by signing the admission form, accepts that the veterinary services will be provided by a veterinarian

who has contracted cooperation with the hotel and commits to cover all veterinary costs.

8. PRICE LIST OF SERVICES

1. The price list and type of services will be published on the hotel's website.
2. The hotel reserves the right to change prices without prior notice.
3. By signing the admission form, the dog owner confirms that he is familiar with the content and that he accepts and understands the price list and term.

9. FINAL PROVISIONS

1. If the dog owner does not respond, or does not pick up their dog within 3 days of the date they were supposed to pick up their dog, they will be reported to the competent authority for abandonment and neglect of pets in accordance with the Animal Protection Act. Abandoning pets is punishable by a fine in accordance with Article 86, paragraph 1, item 3, of the Animal Protection Act,

2. If the owner does not pick up their dog within 42 days of the agreed pick-up date, the dog is considered an abandoned animal, becomes the property of the hotel and will be adopted by other owners in accordance with the Animal Protection Act in cooperation with the competent animal shelter.

The costs of accommodating the dog for a period of 42 days will be charged to the dog owner.

3. The hotel does not bear any responsibility for infectious and parasitic diseases and illnesses that occurred before arrival at the hotel, and the dog was in the incubation stage, as well as if the same occurred during the stay at the hotel.

4. The hotel is not responsible for changes in the dog's health, including changes due to an accident, unless the same is caused by the hotel providing services contrary to the rules.

5. In the event of a dispute between the dog's owner and the hotel, the jurisdiction of the Municipal Civil Court in Opatija is agreed.

6. The Rules and Price List are displayed in a visible place in the Hotel.

7. The Rules come into force on the day of their adoption.

In Bregi___01.06.2024.___

HAPPY TAILS, service business, owned by Ana Exle Biondić

