

## The Agreement

Hotel Le Chien's *Agreement* specifies the conditions for using the services, including admittance, stay and leaving Le Chien facility by an animal. Hotel Le Chien is located in Krakow at 293 Królowej Jadwigi Street.

For the common good of both people and animals staying in the hotel, the owner (or other person leaving an animal in the care) is obliged to accept the Agreement, if he/she wants his/her animal to use the facility.

The terms used in the Agreement:

HLC - Hotel Le Chien,

the owner - a client, an owner of an animal or a person leaving an animal in Hotel Le Chien,

The provisions:

1. Hotel Le Chien commits itself to provide possibly the best care for an entrusted animal, to care for its health, safety and good mood.
2. Before leaving an animal in the hotel, an owner is obliged to answer the HLC worker's questions in an interview concerning every animal which is left there,
3. The owner commits himself/herself to give HLC true information about the animal which he/she leaves in the care of HLC.
4. The Agreement is drawn up in duplicate, one copy for each of the parties.
5. HLC has the right to refuse to admit an animal which may pose a threat to health or safety of others, particularly to refuse to admit animals that are:
  - a) aggressive towards people and/or animals,
  - b) ill (including flea-ridden) in a way that poses a threat of infecting other animals,
  - c) in a condition which is dangerous for the animal's own life and health,
  - d) on heat etc. - setting other animals in a state of constant arousal,
6. HLC may refuse to admit an animal because of lack of place, but also without giving reasons.
7. The owner commits himself/herself to show HLC the animal's health record book or other kind of certificate on the up-to-date state of vaccination of that animal.
8. HLC personnel commit themselves to make every endeavour so that every animal is healthy and safe and the accessories delivered by the owner remain in good condition. However, the owner understands that:
  - a) animals may play in such an intense way that during the play they may be subject to injuries and the owner will not make claims connected with this type of injuries,

- b) strong stress of an animal connected with a new situation may cause an illness or a sudden death of an animal (particularly it applies to dogs with heart diseases).
  - c) an escape of an animal may take place because of reasons that don't follow from negligence of the personnel (i.e. e.g. jumping over the fence or digging under the fence).
9. The owner also accepts that on him/her rests the responsibility (also financial) for harm done by his/her animal to other animals or people.
  10. The owner agrees to cover possible costs of veterinary treatment of his/her animal, if the need to use it arises.
  11. The stay of an animal in HLC may be prolonged:
    - a) upon prior notification of such a need by the owner,
    - b) only with HLC's consent.
  12. HLC collects standard charges for prolongation of the stay, specified in the price list.
  13. The hotel day in HLC lasts for 24 hours and starts at the moment when the animal is admitted to the hotel.
  14. In the event when the owner himself/herself or other designated person will not collect the animal from HLC on the settled date and:
    - a) he/she will get into arrears for the stay of the animal and other services ordered in HLC,
    - b) will not contact HLC within 7 days from the expiration of the contracted term of end of stay in order to clarify the situation,
    - c) will not answer the phone calls from HLC's staff who will be using the phone number he/she gave when he /she left the animal in HLC,
    - d) or will give false or out-of-date data that will make contact with him/her in order to clarify the existing situation impossible

then occurring of any of these circumstances is tantamount to abandoning of the animal by the owner and legal consequences of such an event will be investigated under Animal Rights Protect Act of 21.08.1997, which defines abandonment of an animal as animal abuse [Article 6 (1) and (2) point 11] and imposes a penalty on the owner in the form of deprivation or restriction of liberty or a fine [Article 35 (1)], but a court may adjudge forfeiture of an animal [Article 35 (1)] and further fate of an animal is regulated by Article 38 of the above mentioned Act.

15. The owner may collect his/her animal every day in the working hours of HLC, i.e. from 9:00 a.m. - 7:00 p.m.
16. HLC has internal standards for the maintenance of quality of services and its employees are obliged to follow them.

17. The owner agrees for free of charge placement of photos or videos with his/her animal in the materials showing the activities of HLC and in the HLC's clients database.

18. The owner gives consent for the processing of his/her personal data in accordance with Data Protection Act of 29.08.1997, Dz. U. [Journal of Laws] no. 133, item 883, only for the purposes necessary for carrying out the activities connected with services ordered by him/her in HLC.

19. To all matters not settled herein provisions of Civil Code shall apply.

The details of the Owner:

Name and surname:

PESEL no. (Personal Identification Number):

Phone number:

Emergency phone to someone else:

E-mail address:

Address of residence:

Details of the animal:

The registration form of the animal's stay in the hotel

Species (please circle or write): dog / cat .....

Breed:

Name:

Chip / Tattoo (if the animal has got it, please write the code): .....

Age:

The planned date of collection of the animal: .....

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Date and signature of HLC's employee  
Owner

Date and signature of the