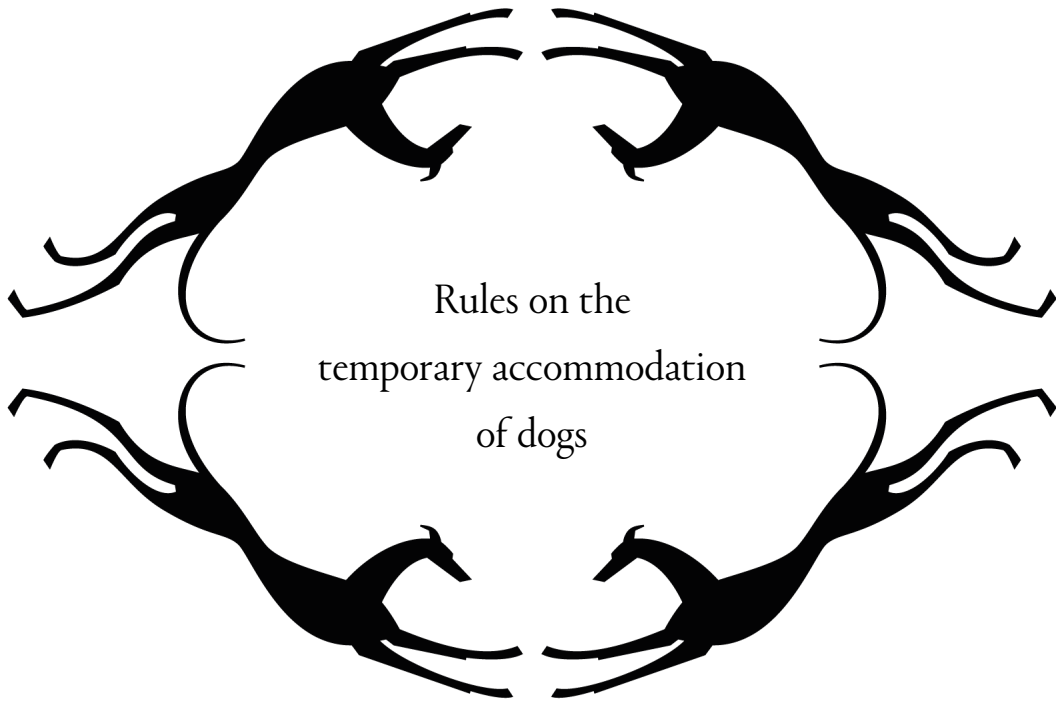


*Paspalace*  
Dog Hotel & Spa  
Zagreb



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## I GENERAL PROVISIONS

- (1) The company ZAGREBAČKI HOTEL ZA PSE d.o.o., Zagreb, Riječka 10, PIN: 03133212962, is registered for the provision of temporary accommodation services for pets (the Company / accommodation facility hereinafter referred to as: the Hotel). The Hotel shall do business under the following name: „Paspalace Dog Hotel & Spa Zagreb“.
- (2) These Rules on the temporary accommodation of dogs set out by the company ZAGREBAČKI HOTEL ZA PSE d.o.o. (hereinafter: the Rules) regulate the legal relations between dog owners (hereinafter: Dog Owner) and the Hotel.
- (3) The applicable Rules are published on the Hotel's official website.
- (4) The expressions that are used in these Rules and that designate gender are used as gender-neutral and refer to the masculine and feminine genders equally.
- (5) A dog is an animal that a man keeps for the sake of companionship, protection and assistance, or because of a particular interest in that animal.

## II PRE-STAY REQUIREMENTS

- (1) The basic pre-stay requirements that need to be met in order for the dog to stay at the Hotel are the following:
  - that the dog has a valid Pet passport (hereinafter: the Passport);
  - that the dog is microchipped;
  - that all of the dog's vaccinations against rabies and infectious diseases are up to date and regularly given;
  - that the dog is healthy, that is, in good health condition;
  - that the dog is protected against parasites;
  - that the dog is well-socialized.
- (2) If there is a need for that and depending on the circumstances, the Hotel is authorized to set additional requirements for the dog's stay.

## III DOG'S HANDOVER AT THE HOTEL

- (1) When bringing a dog to the Hotel, the Dog Owner shall fill in and sign the Record Sheet for their dog (hereinafter: Record Sheet).
- (2) By signing the Record Sheet:
  - the Dog Owner guarantees the completeness and truthfulness of the data entered in the Record Sheet;
  - the Dog Owner confirms that they are familiar with the content of the Rules and that they agree with and understand the Rules;
  - a contract is concluded in accordance with which the Hotel shall provide the Dog Owner with the service of temporary accommodation of their dog in accordance with these Rules, while the Dog Owner shall pay to the Hotel a fee for the provided service determined by the price list.
- (3) The Hotel shall enable the option of filling out the Record Sheet electronically on the Hotel's official website
- (4) The Dog Owner can authorize a third party to bring their dog to the Hotel and pick the dog up from the Hotel (hereinafter: Authorized Person). The Authorized Person, upon presentation of their ID, shall fill out and sign the Record Sheet, and it is presumed that the Dog Owner has authorized them to do so on the basis of the fact that the Authorized Person brought the dog to the Hotel, that they have the dog's Passport and their own ID or the ID that belongs to the Dog Owner. The Authorized Person shall be personally liable to pay the Hotel the required fee if the Dog Owner in any way refuses to pay the aforementioned fee or disputes the presumed proxy.
- (5) By signing the Record Sheet, the Dog Owner allows their dogs to be photographed and videotaped during their stay at the Hotel, unless they explicitly forbid it.
- (6) After appropriately filling out and signing the Record Sheet and the necessary documents handover, review and/or copying and handing over the Passport and the dog, the Hotel employee shall issue a Certificate dog handover at the Hotel (hereinafter: the Certificate).

## IV DOG'S STAY AT THE HOTEL

- (1) Hotel employees and associates shall take care of dogs and treat them in a way that protects their lives, health and welfare in accordance with applicable laws, regulations and declarations of animal rights and welfare with special emphasis on their comfortable stay at the Hotel.
- (2) Hotel employees and associates shall comply with the accepted requirements of the Dog Owner regarding the needs of the dog.
- (3) For each dog that is currently undergoing therapy, it is necessary to keep records of administration of drugs or other medications according to the data from the Record Sheet.
- (4) If the Dog Owner has failed to fill out the data related to drugs in the Record Sheet and they have failed to inform the Hotel's employees about the dog's therapy, the Hotel shall not be liable in case of possible consequences that may arise from that.
- (5) The Hotel shall keep the dogs in spaces and in rooms where they shall not be able to come into contact with other animals that are not guests of the Hotel.
- (6) The Hotel shall keep the dogs within the enclosed space in order to prevent uncontrolled movement of the dogs.

- (7) During the stay at the Hotel, the dogs will be fed with food:
  - delivered by the Dog Owner and they will be fed according to the schedule and the amount determined by the Dog Owner;
  - ensured by the Hotel, in accordance with the confirmation of the Dog Owner;
  - ensured and selected by the Hotel (in case the Dog Owner does not choose the food) in the amount advised by the dog food manufacturer and according to the feeding schedule.
- (8) Each dog shall get a sufficient amount of water.

#### V DOG'S CHECK-OUT FROM THE HOTEL

- (1) When picking up then dog from the Hotel, the Hotel employees shall hand over the dog only to the Dog Owner or their Authorized Person, if they have handed the dog over in the first place. The Hotel staff reserves the right to refuse to hand over the dog to third parties who do not have a written proxy from the Dog Owner.
- (2) The Authorized Person who shall pick up the dog must have a valid identification document with a photograph (ID, passport, driver's license) issued by the relevant authorities of the Republic of Croatia or a foreign country (EU Member States are not considered as foreign countries under the scope of these Rules). Hotel shall not be liable after the dog is picked up from the Hotel.
- (3) Before the dog exits the Hotel's premises, the Dog Owner and the Hotel employee shall inspect the dog and the Hotel shall issue a Certificate of handing over the dog to the Dog Owner. The Dog Owner shall pay a fee to the Hotel for the provided service of dog-keeping, before or during the dog handover. If they fail to do so, the Hotel is authorized to refuse to hand over the dog to the Dog Owner. In accordance with the provisions of the Civil Obligations Act, the Hotel has the right to keep the dog until the Dog Owner pays the fee for the provided service.

#### VI DOG'S RETURN TO THE HOTEL / DOG'S EXTENDED STAY AT THE HOTEL

- (1) Upon the dog's return to the Hotel, that is, the dog's extended stay at the Hotel, the current Rules and Price List shall apply.
- (2) The dog's extended stay at the Hotel shall be made possible by co-signing the Record Sheet if the data entered into the Record Sheet have not changed, that is, by paying the previous bill and sending an e-mail from the e-mail address stated in the Record Sheet.
- (3) The Dog Owner shall fill out the Record Sheet upon their return to the Hotel.

#### VII ACCOMMODATION COSTS AND OTHER RELATED COSTS

- (1) Payment for the dog's stay at the Hotel will be made according to the price list that is valid on the day of the dog's arrival at the Hotel.
- (2) If the Dog Owner fails to pick up their dog at the agreed time and if they fail to inform the Hotel employees about the change of the pickup time, for each following day the Dog Owners will be charged double the original amount.
- (3) In case there is a delay of up to an hour in the arrival of the Dog Owner and that the Hotel was not informed about it, the price of an additional half-day stay shall be charged at the check-out, and in case there is a delay longer than one hour, the price of a full additional overnight stay shall be charged in accordance with the price list that is valid on the day of the dog's arrival at the Hotel.
- (4) In case of extraordinary visits to the veterinarian, the Dog Owner shall cover all veterinary costs.

#### VIII SERVICE PRICE LISTS

- (1) Service price list and classification (hereinafter: the Price List) shall be published on the Hotel's official website.
- (2) The Hotel reserves the right to change the Price List.
- (3) By signing the Record Sheet, the Dog Owner confirms that they are familiar with the content of the Price List and that they agree with and understand the Price List.

#### IX FINAL PROVISIONS

- (1) If the Dog Owner fails to pick up their dog within 3 days since the agreed pick-up date, they shall be reported to the competent body for pet abandonment and neglect in accordance with the Animal Protection Act (hereinafter: APA). In accordance with Article 86 paragraph 1, item 3 of the APA, a fine from HRK 30,000.00 to HRK 50,000.00 will be imposed for pet abandonment.
- (2) If the Dog Owner fails 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 shall be adopted by other owners according to APA in cooperation with the competent animal shelter. The cost of dog accommodation for a period of 42 days shall be charged to the Dog Owner.
- (3) The Hotel shall not be responsible for any infectious and parasitic diseases and illnesses that have occurred before the dog's arrival at the Hotel while the dog was in the incubation period. The same applies in case these diseases have occurred during the dog's stay at the Hotel.

- (4) The Hotel shall not be responsible for any changes in the dog's health, which includes changes due to an accident, unless they are caused by the provision of the Hotel service contrary to the Rules.
- (5) In case of a dispute between the Dog Owner and the Hotel, the competence of the Municipal Civil Court in Zagreb is agreed.
- (6) The Rules and the Price List shall be displayed at a visible place at the Hotel.
- (7) The Rules shall enter into force on the date of their adoption.

In Zagreb, \_\_\_\_\_.

Zagrebački hotel za pse d.o.o.  
Patricija Janjić, *director*