

“Agroturystyka dla psów” Pet Hotel Regulations

§1. General provisions

Contact details

Agroturystyka dla psów

Paulina Szeremeta

Sławnikowice 42

59-900 Zgorzelec

Telephone number: 0048 501 229 819

e-mail address: agroturystykadlapsow@gmail.com

§2. Definitions

Whenever the following expressions are used in these Regulations, they shall be understood to mean:

- Client – a natural person aged 18 or over with full capacity to perform acts in civil law, or a legal person or an organisational unit without legal personality but granted legal capacity under the law who is the pet's legal guardian or has been authorised in writing by the pet's legal guardian and uses services offered by the Hotel.
- Hotel – a temporary residence under the name “Agroturystyka dla psów”, where pets are taken care of.

§3. Terms of use of services offered by the Hotel

1. The services offered by the Hotel are as follows:

- the pet's stay in a comfortable home environment or in an outdoor coop,
- providing care for the pet during the stay,
- striving to reduce the process of the pet's adaptation to the Hotel environment as much as possible through individual treatment, accompanied by the right amount of play and movement,
- feeding the pet as prescribed by the Client or a veterinarian and providing the pet with permanent access to drinking water,
- regularly providing the Client with information about the pet left in the Hotel, as mutually agreed,
- taking care of the physical and mental state of the pet and, where necessary, providing it with veterinary care, notifying the Client thereof without undue delay,
- providing individual and group training, behavioural consultations and dog training.

2. The pet's stay is calculated per day.

3. Check-in time and check-out time is 6 P.M. or as agreed individually. Late pick-up of the dog will result in a charge of at least 60% of the regular price for the next day's stay.

4. The Hotel is open to Clients only after prior telephone contact.

5. The Client shall:

- inform the Hotel of the current health status of their pet,
- inform the Hotel of the nature of the pet entrusted, so as to reduce/avoid possible conflicts with people and other animals,
- provide such quantities of feed as are appropriate for the agreed period of stay,
- provide the Hotel with any instructions that the Client considers relevant,
- pick up the pet from the Hotel on the agreed date,
- pay any amounts due to the Hotel.

6. Any pet entrusted to the care of the Hotel must have an up-to-date vaccination against rabies, be dewormed and protected against fleas and ticks, as evidenced by the pet's medical record book or equivalent document.

7. The Hotel does not accept bitches in heat and 2 weeks after the end of heat.

8. It is recommended that any pets entrusted to the Hotel have up-to-date vaccinations against infectious diseases such as canine distemper, parvovirus, kennel cough, ICH or Rubarth's disease, and leptospirosis.

9. The cost of a stay shall be determined on an individual basis, depending on the following factors:

- the pet's age, size, state of health and degree of socialisation,
- the Client's requirements.

10. The payment to the Hotel shall include a prepayment made by bank transfer to the designated bank account. The amount of the prepayment shall be agreed on an individual basis. Where the agreed payment is not made, no agreement shall be concluded. The remaining amount due for the stay shall be payable upon admission of the pet to the Hotel and the costs shall be definitively settled on the day of pick-up and may be increased by the costs of transport, veterinary consultations or a dog groomer in the case of latent animal fleas.

11. If the booking is cancelled, the advance payment shall not be refundable.

12. Any items left on the Hotel premises by the Client shall be kept by the Hotel for a period of 1 month. Where not collected, they shall become the Hotel's property.

13. The Client may extend the pet's stay at the Hotel only with the Hotel's consent and upon agreement on the amount of the fee for the additional days of stay and payment of such fee. In the event that the Client extends the pet's stay without the Hotel's consent, the cost of the day shall be increased by 100%; in the event that the Hotel needs to cancel the booking for another pet, the Client failing to pick up their pet on time shall be liable for the Hotel's losses. In the event that the dog's stay in the Hotel is cut short, the fee paid shall not be refundable.

14. In the event that the Client fails to respond to the Hotel's telephone calls, or in the event that it becomes apparent that the telephone number provided is no longer available, and the Client has not updated it, and in the event that the Client fails to pick up their pet within one week of the agreed pick-up date, this shall be equivalent to the abandonment of the pet and the legal consequences of this event shall be considered under the Animal Rights Protection Act of 21 August 1997, which defines the abandonment of a pet as animal abuse (Article 6 section 1 and section 2 item 11). This is also tantamount to surrendering the ownership of the pet to the Hotel.

15. The Hotel may refuse to accept a pet from the Client where, at the time of handover or shortly before, it becomes apparent that:

- the pet does not correspond to the description provided at the time of booking,
- the pet is displaying behaviour that has been concealed by the Client and that the Hotel deems to be disqualifying,
- the Client has withheld information about the diseases that the pet suffers from or the fact that the bitch is in heat,
- the Client fails to provide the pet's medical record book or any other document confirming up-to-date vaccinations and deworming as required by Polish law,
- the Client has failed to pay the stay fee.

16. When leaving their pet in the Hotel, the Client is aware and understands that pets may play together with such intensity that they may suffer accidental injuries or traumas in the process, and the Client shall have no claims or grievances in respect thereof.

17. Items brought with the pet (mainly toys) may get damaged or lost, and the Client shall have no related claims or grievances.

18. The Client is aware that their pet left in the Hotel may fall ill, may escape, may die as a result of an accident, deterioration of health, age and stress experienced, and the Client shall therefore make no claims against the Hotel in respect of the aforementioned situations.

19. In case of an emergency, such as illness, accident, escape of the pet, the Hotel undertakes to notify the Client without undue delay in order to undertake the appropriate measures together.

20. To matters not regulated herein, the provisions of the Polish Civil Code shall apply.

§4. Principles for the protection and processing of individuals' personal data

1. The controller of the personal data of individuals cooperating with the Hotel is Paulina Szeremeta.
2. In matters related to the processing of personal data, please contact the controller via e-mail: agroturystykadlapsow@gmail.com or in writing by sending correspondence to the address specified in §1 hereof.
3. The controller processes data for the purpose of:
 - entering into and performing agreements between the Client and the Hotel insofar as the processing is necessary for the performance of the agreements (Article 6(1)(b) of the GDPR),
 - fulfilling the Hotel's legal obligations under EU or Polish law (e.g. towards the Tax Authorities) insofar as the processing is necessary to comply with legal requirements (Article 6(1)(c) of the GDPR),
 - surveying satisfaction with cooperation with "Agroturystyka dla psów" and satisfaction with services or agreements performed insofar as the processing of personal data is necessary for the Hotel's legitimate interest in assessing the quality of services/agreements (Article 6(1)(f) of the GDPR),
 - establishing, asserting or defending claims related to the agreement(s) concluded with the Client to the processing of your personal data insofar as the processing is necessary for the Hotel to pursue its legitimate interest in establishing, asserting or defending claims (Article 6(1)(f) of the GDPR).
4. The following categories of entities may be recipients of the Client's personal data:
 - entities authorised under applicable law (in particular the Tax Office, the court and state authorities)
 - claim purchasers,
 - business information offices,
 - providers of services in the following fields:
 - delivery of letters and parcels,
 - IT and new technologies
 - payments,
 - accounting and finance,
 - law and debt collection
 - support by telephone or e-mail,
 - companies with which the Hotel cooperates, combining the services and products offered.
5. The Client has the right to:
 - access their personal data, have them rectified (rectified, supplemented), restrict their processing or have them erased,
 - object to the processing of their personal data at any time for any reason,
 - lodge a complaint with a data protection supervisory authority if the Client believes that the processing of personal data violates the GDPR.
6. The Controller shall retain the data until the statute of limitations for claims under the agreement/service provided, or until claims related to the processing of personal data has expired, or until an objection has been lodged.
7. When the Client does not raise a written objection, by using the services provided by "Agroturystyka dla psów", the Client agrees to have the image of their pet published free of charge for information and promotional purposes.

The Regulations shall enter into force as of 20 June 2023.

Updates 13 January 2024; 07 April 2024; 24 July 2024