



House Rules of the Sweetnest Pet Hotel

You have chosen to entrust us with a little member of your family, and we thank you for your trust. We believe it is important that we both commit to offering your pet the most pleasant and comfortable stay possible. These rules are here to help us do just that.

Conditions of admission

- 1) To stay at the Sweetnest pet hotel, the cat or rabbit must be **in good health and up to date with vaccinations**: feline distemper (panleukopenia), cat flu (coryza) and feline leukaemia for cats, and myxomatosis, RHD1 and RHD2 for rabbits. Cats must be microchipped (compulsory in Belgium since November 2004) and spayed or neutered (compulsory in Belgium since September 2015). Although cats and rabbits are housed in individual rooms, they may come into contact with one another (unless the owner requests otherwise), so let us make sure that this little community can live together in complete safety!

The vaccination record will be handed over to us upon the boarder's arrival. If the vaccination record is not presented, the animal will not be allowed access to the communal playroom.

- 2) Cats staying at the Sweetnest pet hotel must also be dewormed and treated against fleas (from April to September). We ask for a certificate stating the product applied to the cat, as well as the date on which this was done. If the cat has not been treated against fleas and/or dewormed, it will not be allowed access to the communal playroom, for obvious reasons of risk of transmission to the other boarders.
- 3) The owner will have carefully read these house rules and completed the contract concerning their cat or rabbit.

The big day: arrival

- 1) The owner will preferably have already visited the hotel before entrusting us with their cat or rabbit.
- 2) The cat or rabbit arrives at the hotel in a suitable carrier in good condition, in order to prevent the animal from escaping. The Sweetnest pet hotel cannot be held responsible for a cat or rabbit escaping while its owner is present at arrival or departure. The carrier may stay at the Sweetnest pet hotel until the boarder's departure. As a car journey is often a source of stress for an animal, we want its arrival at the hotel to be as calm as possible.

- 3) The owner may, if they wish, accompany their cat or rabbit to its room. However, prolonging the moment of separation is not ideal. Rest assured that every effort will be made so that your pet feels as comfortable as possible right away. The same applies on the day of departure.

For large groups of accompanying people (large families, friends, etc.), only a limited number of people will be allowed into the hotel premises. This measure aims to limit comings and goings, which can be a source of stress for our boarders. The other people are, however, welcome to wait at reception.

- 4) During the first stay (and subsequent ones if the cat or rabbit needs it), we recommend bringing an item belonging to the boarder that carries the scent of home. This helps it feel at ease more quickly. This item will of course be returned to you at the end of the stay.
- 5) Departures and arrivals are by appointment only, in order to avoid disruptive comings and goings for the hotel's little boarders. An arrival time and a departure time will be set with you, so it is important to respect them in order to avoid several people arriving at the same time, which is a source of stress for cats and rabbits. We of course allow a grace period of fifteen minutes, but if you arrive earlier or later than that without having informed us, we reserve the right to ask you to wait.

Boarders' well-being and health

- 1) The Sweetnest pet hotel adapts to the needs of your cat or rabbit and will do whatever is necessary to ensure it has the most comfortable and pleasant stay possible. The rooms and communal areas are cleaned and disinfected every day. In case of high heat, the hotel is ventilated.
- 2) Food is included in the room rate. For cats, we offer dry food as well as pouches of wet food (Royal Canin type or equivalent). For rabbits, we provide fresh vegetables as well as pellets. However, a change of diet can be a source of stress for boarders and disrupt their habits. This is why, if you wish, you can bring their usual food so that they can keep their familiar bearings during their stay.
- 3) Should the boarder display abnormal behaviour or show signs of illness or pain during its stay at the Sweetnest pet hotel, it will be seen in consultation by a veterinarian as soon as possible. The owner's consent will of course be requested before any intervention by the veterinarian, provided the owner can be reached. If the owner cannot be reached, the owner agrees that the manager of the hotel, Saskia Otte, may make the decision herself, with complete integrity.

We work with full confidence with Dr Pascale Pirot, whose practice is located at rue Edith Cavell 188a in Uccle. In the event of Dr Pirot's absence, or if emergency treatment is needed at night or at the weekend, we contact the on-call veterinary service Vet&Go, located at chaussée d'Alsemberg 1149 in Uccle.

- 4) If the boarder is under treatment during its stay at the Sweetnest pet hotel, we will be happy to administer it on time and as prescribed. However, we cannot be held responsible for any side effects due to the treatment or to the illness being treated. These house rules also serve as a waiver of liability for such cases.
- 5) The Sweetnest pet hotel also disclaims responsibility in the event of the following diseases appearing: FIP (feline infectious peritonitis), FIV (feline AIDS), feline leukaemia, chronic cat

flu (coryza), kidney or liver failure, and ringworm. Indeed, despite all the care taken over hygiene and the fact of only accepting healthy boarders, the diseases listed above are sometimes present in certain cats for a long time without having been diagnosed. In order to avoid risks as much as possible, each new boarder spends the first half-day of its stay in its room (mini-quarantine).

- 6) All veterinary costs incurred during the boarder's stay at the Sweetnest pet hotel will be borne by the owner.
- 7) The Sweetnest pet hotel undertakes to cover all veterinary care resulting from its own liability.
- 8) The owner entrusts their cat or rabbit with full confidence to the Sweetnest pet hotel, which cannot be held responsible for the death of the animal during its stay, unless it is of course proven that the death was due to a lack of care and/or negligence on our part. We nevertheless do everything we can to ensure that the animal stays safely at the Sweetnest pet hotel.
- 9) The Sweetnest pet hotel is insured with AXA (civil liability).

Opening hours and visits

- 1) Arrivals and departures take place every day of the week, including weekends, between 9:30 am and 5:30 pm. Special visiting hours are available from 4:30 pm to 5:30 pm on weekdays and from 2 pm to 3 pm at weekends, by appointment only.
- 2) The boarder may only be collected by the same person who dropped it off. Only a written authorisation from the cat's owner, together with a confirmation by telephone, will allow another person to leave with the animal.
- 3) For hygiene reasons, to access the large communal playroom, visitors must wear shoe covers (which we will provide) and use the antibacterial gel available at reception.
- 4) The boarder's owner can ask for news by telephone on +32 471 97 70 09. The Sweetnest pet hotel also offers to send photos and news, free of charge and at the owner's request.

Bookings, cancellations and payments

- 1) To book a stay, an email stating the cat's name and the desired period serves as confirmation. A quote will then be sent to you. The amount for the stay is to be paid on the day the cat or rabbit arrives. In the event of early departure, the full stay is due.
- 2) Cancellations will be accepted up to 15 working days before the start of the stay. After this deadline, the full stay will be due.
- 3) If the stay needs to be extended for any reason, the owner of the cat must notify us as soon as possible, so that we can make sure the room is still available.
- 4) Rates may be indexed from one year to the next. The Sweetnest pet hotel will of course take care to inform its customers if this should happen.
- 5) Any boarder not collected within 7 days of the end date of the stay stated in the contract will be considered abandoned, and a complaint for animal abandonment will be filed against its owners. All sums due will also be claimed from the person who signed the contract.

Signing the attached contract constitutes acceptance of these house rules and all of their clauses, as well as authorisation to have the animal examined and/or treated by a veterinarian if needed, and also serves as a waiver of liability in the event of the animal following a course of treatment.