



CRYSTAL HOTELS PET FRIENDLY - Luxy Pet Hotel

Boarding and Services Agreement

By signing this document, I am, Owner, make the following statements and confirm the accuracy of all information provided to The Luxy Pet Hotel, my pet allowed in exchange for being a pet guest at The Luxy Pet Hotel.

THE SUBJECT OF THE CONTRACT

The subject of this contract is about the accommodation of the Pet in Luxy Pet Hotel, both with the owner of the Pet in the same room and in the accommodation section reserved for the pet in the hotel and the mutual regulation of the rights and responsibilities of the parties during this stay.

PARTIES TO THE AGREEMENT

Operator, Galeri Galeri Kristal Tur. Yat. San. ve Tic. A.Ş., hereafter referred to as **Luxy Pet Hotel** in the contract. Pet Owner (Passport No:) hereafter, will be named as Pet Owner in the contract.

Address:

POLICIES, PROCEDURES, TERMS AND CONDITIONS

- 1. Owner/Guardian.** I represent that I am the owner of my pet and I am fully authorized to enter this agreement.
- 2. Refusal of Service.** I understand Luxy Pet Hotel reserves the right to deny admittance to any pet for any reason, at any time.
- 3. Pet Requirements:** I represent that my pet meets all of the following requirements:
 - is four months of age or older,
 - is current on his/her required vaccinations,
 - is on a monthly flea and tick preventative medication,
 - has been in good health for the last 30 days prior to check in,
 - my pet is not aggressive or toy protective,
 - I have completed the Dog or Cat Check-In forms,
 - my dog will enter and exit The Luxy Pet Hotel facility on a leash and will only walk with the owner in permitted areas, and
 - my cat will enter and exit The Luxy Pet Hotel facility in a cat carrier.
 - If I stay in the same room with my pet, we will strictly follow the rules set by the hotel.
- 4. Health.** I represent that my pet has not had any contagious illnesses of any kind for 30 days prior to check-in. I am aware and understand that The Luxy Pet Hotel employees are not veterinarians and do not have backgrounds in animal medicine. The Luxy Pet Hotel employees cannot diagnose or detect illnesses in the pets that are staying at The Luxy Pet Hotel. I agree to assume all risk associated with the administration of medication by The Luxy Pet Hotel during my pet's stay. In addition, I acknowledge and am aware that vaccines do not protect against all contagious illnesses that may affect my pet.
- 5. Flea and Ticks.** I agree that if any fleas or ticks are discovered on my pet during check-in or at any other time while my pet is receiving services at The Luxy Pet Hotel, that The Luxy Pet Hotel may administer a flea bath and flea spot treatment at my expense.
- 6. Veterinarian Care.** I agree to allow The Luxy Pet Hotel to obtain veterinarian medical treatment for my pet, if, in its sole discretion it appears that, the pet is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet might need medical treatment. Medical treatment may require transportation of my pet to receive care and I hereby authorize such transportation.

I grant The Luxy Pet Hotel full authority to make decisions involving the medical treatment of my pet during its stay at The Luxy Pet Hotel. I agree that I am fully responsible for the cost of any such medical treatment and transportation.

- 7. Veterinarian Liability:** I agree that I am assuming all risk of illness, disease, harm or otherwise to my pet by allowing my pet to participate in services at The Luxy Pet Hotel. Furthermore, I agree that I am assuming all risk of the consequences associated with any decisions made by The Luxy Pet Hotel, relating to the medical care and transportation of my pet. I agree to be solely financially responsible for any and all veterinarian care of my pet while in the care of the Luxy Pet Hotel, or as a result from time spent at The Luxy Pet Hotel.

In addition, I agree that if my pet is injured by another pet, I hereby release the Luxy Pet Hotel, its owners, employees, and agents from all liability and financial responsibility for such injury. I further understand that if my pet bites a human or pet, that the Luxy pet hotel may contact the appropriate authorities.

- 8. Transportation.** I agree that if my pet is transported to or from The Luxy Pet Hotel by The Luxy Pet Hotel, its employees or agents that I AGREE TO HOLD THE LUXY PET HOTEL, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS HARMLESS IN THE EVENT OF INJURY OR ACCIDENT DURING TRANSPORTATION.

- 9. Dog Daycare.** I understand that The Luxy Pet Hotel is a cage-free facility utilizing playgroups where multiple dogs interact. I understand that dogs play with their mouth and paws, which can result in nicks and scratches on my pet. While The Luxy Pet Hotel provides reasonable care and supervision in the playgroups, I understand and agree that The Luxy Pet Hotel employees may not notice these nicks or scratches before my pet's departure and, therefore, I might not be notified.

- 10. Aggressive Dogs.** I certify that my dog is not aggressive and I understand that aggressive dogs are not permitted to participate in services at The Luxy Pet Hotel. If my dog acts aggressively or exhibits unacceptable behavior, he/she may be separated from the other dogs. I authorize The Luxy Pet Hotel to use in extreme cases, muzzles or any necessary equipments to control my pet for the protection of other pet guests and humans.

- 11. Abandonment Notice.** I fully understand and agree that if my pet is not picked up by myself or an authorized representative within 7 calendar days after the day my pet is scheduled to depart, that my pet shall be deemed "abandoned" in accordance with California Civil Code 1834.5 and 1834.6. I understand if I abandon my pet at The Luxy Pet Hotel, The Luxy Pet Hotel, in its sole discretion, will relinquish my pet to a legal shelter of its choice. I fully understand and agree that if I abandon my pet at the Luxy Pet Hotel, I may be unable to retrieve my pet and will have no recourse against The Luxy Pet Hotel. In addition, I understand that I will still be responsible for the unpaid charges incurred for my pet's stay.

- 12. Photo and Video Release.** I agree to allow The Luxy Pet Hotel to use my pet's name and any images or videos taken while he/she is in the care of The Luxy Pet Hotel, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

- 13. Personal Property.** I agree that The Luxy Pet Hotel shall not be responsible or liable for any lost, stolen, or damaged personal property belonging either to my dog or me. I also understand and agree that my dog's collar will be removed in the play area to prevent injury. This includes flea collars.

- 14. GPS Collars.** We strongly recommend that GPS collars are removed prior to entering the facility. Due to playing and exercising, GPS collars may fall off on the premises. The Luxy Pet Hotel is not liable for lost property, including GPS collars.

- 15. Service Fees.** I agree to pay for all fees, services, and products to the front office representative / with my credit card / cash or company bank accounts cash before the the time of my pet's pickup from each visit at The Luxy Pet Hotel. I give express permission to The Luxy Pet Hotel to charge any of the credit card numbers provided on my Dog or Cat's Application for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason. In addition, I accept and undertake that I will fulfill my obligation to pay for possible extra expenses, related additional products and additional services during the stay period, in cash or by credit card, before purchasing additional products and additional services. The Company has the right to revise and change all price and service contents unilaterally and independently. VAT is included in all posted prices.

- 16. Veterinarian Fees.** In return for the works that the veterinarian will do other than the consultancy and control services he will provide regarding my pet; I agree that I will demand and pay the fees and amounts in full and without objection for all necessary analysis, laboratory and examination procedures for treatment, examination, follow-up and diagnosis. Specified the minimum wage tariff of the Antalya Chamber of Veterinary Medicine will be applied/charged.

- 17. Reservations.** I understand that confirmed reservations are required for boarding services at The Luxy Pet Hotel. For longer stays, a deposit may be required. For extending stays, balance must be paid in full prior to extension. The accommodation availability or the extension option given by my personal agency / Operator / Call Center / Online Channels does not mean that there is accommodation available for pets at the Luxy Pet Hotel, a pet accommodation available for direct sale in all sales channels for

Luxy Pet Hotel. I know that there is no quota, all Luxy Pet Hotel pet accommodation requests or accommodation extension requests will be made by obtaining availability and confirmation from Luxy Pet Hotel.

18. Cancellations. In addition, I agree that in the event of a cancellation or non-use of a reservation made within three (3) days in between 08:30-21:00 hours from the date of arrival of my pet, my credit card in the records will be charged 20-Euro or Turkish Lira equivalent on that date. In the absence of a credit card option, I accept and undertake that I will personally pay the said amount in cash to Luxy Pet Hotel bank accounts.

19. Rescheduling Boarding: I agree that in the reservation date changes made after the option period of the reservation expires (at least 3 days before the check-in date), if the canceled day occurs, a cancellation fee of 20-Euro for each pet per day or Turkish Lira equivalent of that date will be charged. In the absence of a credit card option, I accept and undertake that I will personally pay the said amount in cash to Luxy Pet Hotel bank accounts.

20. Check-in & Check-out Times.

Check In time is 14:00 - Check-out time is 12:00 Noon.

Pet Hotel and Day Care Working Hours:

Monday - Friday	08:00 – 21:00
Saturday – Sunday	08:30 – 20:00

*** Luxy Pet Hotel facility provides 24/7 service to pets. The aforementioned time periods define service hours for pet owners and visitors.**

21. Early departure: Regardless of reason, once a pet's stay has begun, I understand that I am responsible for payment of all days reserved, regardless of picking my pet up prior to the scheduled departure date.

22. Refunds. The Luxy Pet Hotel will gladly accept returns of unopened and unused merchandise from our boutique within 30 days of purchase with proof of receipt. However, bowls, beds, and bedding cannot be returned and are final sale. Since packages are discounted, packages of any services are non-refundable.

23. Resort Policies. I acknowledge that I have received, reviewed and signed a copy of The Luxy Pet Hotel's "Resort Policies." I HEREBY AGREE TO BE FULLY BOUND BY ALL THE TERMS AND CONDITIONS OF The Luxy Pet Hotel's "RESORT POLICIES."

24. Duty to Disclose. I represent that I have disclosed and shall continue to disclose, any and all medical conditions or any other conditions, including, but not limited to, personality concerns or behaviors that may affect, limit, or prevent my pet's ability to participate in services provided by The Luxy Pet Hotel. I understand that The Luxy Pet Hotel is relying on and will rely on those representations to provide a safe environment for both humans and animals.

25. Controversy or Claim. I agree that any controversy or claim arising out of, or relating to this contract, or breach thereof, or as the result of any claim or controversy including the alleged negligence by any party to this contract, shall be settled by arbitration in accordance with the rules of Antalya Courts and Enforcement Offices.

26. Waiver, Release and Indemnification: Luxy Pet Hotel (Galeri Kristal Turizm İnşaat Pazarlama ve Ticaret A.Ş. Tax Number: 3880418738), its owners, directors, officers, employees for any damage, loss, injury or breach of contract that may arise during the term of this contract. I hereby declare and undertake that I will not claim any rights or receivables, regardless of the damage or breach of contract.

Arising from or not limited to services provided by Luxy Pet Hotel and its representatives, officers, employees or representatives: (1) any mistakes made by myself or the information I have provided to Luxy Pet Hotel, (2) that my pet will be liable for damages that may be caused to all property goods during the stay, and that material damage will be borne by me, including but not limited to the contamination of any property, dog bites, injury and disease, and (3) I acknowledge, declare and undertake that I have already waived all my rights in case of any action that violates the terms of this contract, and that I have released the owners and employees of Luxy Pet Hotel.

27. Sole Agreement. This writing represents the sole agreement between Luxy Pet Hotel and the Owner/Guardian.

28. Affirmation. Each time I bring my pet into The Luxy Pet Hotel, I am re-affirming the terms of this agreement, including updated claims, and the truthfulness and accuracy of all the statements I have made in this agreement.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS AGREEMENT AND UNDERSTAND THAT I WILL GIVE UP SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED THIS AGREEMENT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO LUXY PET HOTEL (Luxy Pet Hotel owner; Galeri Kristal Tur. Yat. San. ve Tic. A.Ş.), ITS OWNERS, OFFICERS, EMPLOYEES AND AGENTS TO THE GREATEST EXTENT PERMITTED BY LAW. I FURTHER AGREE THAT IF ANY PARTIES OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.

This contract has been signed between the parties on the date specified below, within the framework of mutual agreement, in accordance with free will.

I hereby understand that these claims are subject to change without notice.

Signature of Owner/Guardian:

Date:



2024 - Luxy Pet Hotel

Purring Paws Welcome!



OWNER INFORMATION

First Name:	Last Name:		
Address:	City:	State:	Zip:
Phone: (.....)	Work Phone: (.....)		
Email:	How did you hear about us?		
Emergency Contact:	I authorize the individuals above to pick up my pet from Luxy Pet Hotel.		
Full Name:	Relationship:	Mobile Phone: (.....)	
Hotel Name:	Check In date:		Check out date:
Luxy Pet Hotel Accommodation ()		Sharing the same room ()	
Reservation Channel: () Agency () Online () Call Center () Whatsapp () Social Media			

PET'S INFORMATION

Pet's Name:	Female ()	Male ()
Breed:	Weight:	Color:
Age: Birthdate: / /	Microchip #	
Check where appropriate: Neutered ()	Not Neutered ()	* Please have your Vaccination Card with you.

REQUIRED VACCINES

* Rabies - required yearly	ATTENTION PLEASE! We are a high-capacity boarding facility. Therefore; All vaccinations must be updated at least 15 days before the check-in date. It is the pet owner's responsibility to keep vaccines up-to-date. Pets whose vaccination period has expired will not be accepted or will be done by our Veterinarian and will be charged to the pet owner.
* Mix Vac. Cat: Feline Parvovirus (FPV), Calicivirus (FCV) and Herpesvirus (FHV).	
* Internal and External Parasites - required every 3 months	

If your pet is exempt from certain vaccines for medical purposes, we require a letter sent by the pet's primary veterinarian stating the reasons why. The exemption letter must be sent with the Hospital letterhead and doctor's signature before check-in. For the safety of your pet, ALL DOSG MUST BE ON LEASHES.

PET PROFILE

* Has your cat ever attended a daycare or boarding facility in the past?	Yes ()	No ()
* Is your cat litter box trained?	Yes ()	No ()
* Does your cat have any sensitive areas on his/her body?	Yes ()	No ()
If yes, where?		
* Where is your cat's favorite petting spots?	Yes ()	No ()
* Is your cat an escape artist?	If yes, please explain:	
* Please check all answers that describe your cat's attributes: () Meow's excessively () Likes to scratch () Fears Noises () Verbaly Sensitive () Separation Anxiety () Low Activity Level () Medium Activity Level () Hight Activity Level () Playful () Other:		
* Please provide any additional information necessary that was not covered above:		

MEDICAL HISTORY

* Has your cat been ill in the last 30 days?	Yes ()	No ()
* Is your cat displaying any symptoms such as coughing, sneezing, or upset stomach?	Yes ()	No ()
* Does your cat have any previous or current injuries or health concerns?	Yes ()	No ()
If yes, please explain:		
* Does your dog have or is prone to any of the following?		
Arthritis	Diabetes	
Allergies	Ear/Eye Infections	
Hot Spots	Stress Related Diarrhea (colitis)	
Other	Hearth Disease:	
* Does your cat have any food allergies? Yes No		
If yes, please explain:		
* Please provide any additional information necessary that was not covered above:		

VETERNARIAN INFORMATION

Veternarian's Full Name:	Cell Phone #
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FEEDING INFORMATION (Only for Luxy Pet Hotel Accommodation)

* Is your pet a picky eater? () Yes () No	* Does your pet have any food allergies? () Yes () No
If yes, please explain:	If yes, please explain:
* Type of Food or Brand Name:	*Proplan and Royal Canin brand foods are served in our facility.
** Please bring pets food pre-measured per feeding (AM & PM) in Ziploc bags or containers labeled with his/her name	
A.M.	P.M.
* If your pet requires additional feedings or lunch, please let our front-desk staff know.	

WE STRONGLY RECOMMEND BRINGING YOUR PETS FOOD FROM HOME. CHANGING YOUR CATS DIET MAY CAUSE PROBLEMS.

ON-SITE VETERINARY SERVICE PROVIDER

CLINICAL EXAMINATION CONTROL HOURS - All three of our hotels work by appointment.
Olympos Veterinary Clinic - Yesilbahce mh. Sevgi Apt. NO:3/2 Muratpasa, Antalya - 02423130000

RESORT HOURS OF OPERATION

Our facility runs the same 365 days a year. We chose special Ozon cleaning method and provide 100% fresh air and are equipped with UV lights to help eliminate any airborne bacteria. All hygiene controls and practices are carried out under the supervision of the veterinarian. We have a kennel technician and property security manager during the night time.

CATY DAYCARE PICK UP/DROP OFF - BOARDING CHECK IN/CHECK OUT HOURS:

* Check in at 14:00 – Check out at 12: 00. **Late check out is 5€ per hour.**

* Our resort works just like a human hotel, we have guests scheduled to check-in after one departs.

* Late pick-ups are subject to a charge If you cannot pick-up your pet, they will automatically board overnight.

	Open	Close
Monday – Friday	08:00	21:00
Saturday - Sunday	08:30	20:30

OPTIONS FOR YOUR PET'S COMFORT IN YOUR ROOM

* The routinely reported food and water service is included in the nightly accommodation fee. **(Propolan or Royal Canin)**

* If you preferred to stay in the same room with your cat; **do you need a bed for your cat?** () Yes, please. () No, thanks.

* If you preferred to stay in the same room with your cat; **do you need a wire crates for your cat?** () Yes, please. () No, thanks.

* If you preferred to stay in the same room with your cat; **do you need a water and food plates for your cat?** () Yes, please. () No, thanks.

*** All materials provided for our furry friend's comfort belong to the hotel and cannot be taken.
If your furry friend likes it/them, you can buy it/them for him/her from our Luxy PetShop.**

We kindly ask you to send us your suggestions for solutions to behavioral problems that may arise during your absence.

<u>Name & Surname</u>	<u>Signature</u>	<u>Date</u>

* **VAT is included in posted prices.**

* **The business has the right to revise and change all price and service contents unilaterally and independently.**

HOTEL POLICIES

To board or use any services offered at Luxy Pet Hotel:

- (1) Check in form must be fully filled out & submitted
- (2) Current proof of vaccination records from pet's veterinarian (copies of signed papers)
- (3) Policies & agreement must be signed

Attention Please!

- All dogs must be leashed & All cats must be in carrier
- Please refrain from introducing Pets in reception area and - please maintain space from other Pets/Clients.
- You can walk with your pet on a leash only on designated walking paths.
- You can spend time with your pet and swim in the sea only at the Luxy Pet Beach. In both cases, your dog must be on a leash.
- It is not appropriate to be with your pet in the pool areas and where food/beverage is served. You can ask us for help if needed.
- We kindly ask you to choose the designated areas for your pet's toilet needs and to provide the necessary cleaning.
- Any possible damage caused by the pet is the responsibility of the pet owner and the damage will be compensated.
- **Our Day Care - Pet Sitter Service is free up to 1 hour, after 1 hour it is 5€ per hour for each of our lovely friends.**
- **Dog/Cat Stroller service is available and its rent is 10€ per day.**

ALL DOGS MUST BE LEASHED | ALL CATS MUST BE IN A CARRIER | NO EXCEPTIONS



2024 - Luxy Pet Hotel

Wagging Tails Welcome!



OWNER INFORMATION

Full Name:			
Address:		City:	State:
Phone: (.....)		Work Phone: (.....)	
Email:		How did you hear about us?	
Emergency Contact:		I authorize the individuals above to pick up my pet from Luxy Pet Hotel.	
Full Name:		Relationship:	Mobile Phone: (.....)
Hotel Name:	Check In date:	Check out date:	
Luxy Pet Hotel Accommodation ()		Sharing the same room ()	
Reservation Channel: () Agency () Online () Call Center () Whatsapp () Social Media			

PET'S INFORMATION

Pet's Name:		Female ()	Male ()
Breed:		Weight:	Color:
Age:	Birthdate: / /	Microchip #	
Check where appropriate: Neutered ()		Not Neutered ()	

REQUIRED VACCINES

* Rabies - required yearly	ATTENTION PLEASE! We are a high-capacity boarding facility. Therefore; All vaccinations must be updated at least 15 days before the check-in date. It is the pet owner's responsibility to keep vaccines up-to-date. Pets whose vaccination period has expired will not be accepted or will be done by our Veterinarian and will be charged to the pet owner.
* Mix Vac. Dog: DHPP Vaccine - Canine Adenovirus (CAV),	
Canine Hepatitis (CAV-1), Kennel Cough (CAV-2), Canine Parainfluenza, Canine Parvovirus.	
* Internal and External Parasites - required every 3 months	

If your pet is exempt from certain vaccines for medical purposes, we require a letter sent by the pet's primary veterinarian stating the reasons why. The exemption letter must be sent with the Hospital letterhead and doctor's signature before check-in. For the safety of your pet, ALL DOSG MUST BE ON LEASHES.

PET PROFILE

* Has your dog ever attended a daycare or boarding facility in the past?	Yes ()	No ()
* Does your dog play with other dogs?	() Male and Females	() Only males () Only females
* Which of the following best describes your dog's level of socialization with other dogs:		
<input type="checkbox"/> None – no knowledge of other dog interactions <input type="checkbox"/> Minimal – on leash encounters only <input type="checkbox"/> Moderate – some off-leash playtime on occasion with visitor's/neighbor's/friend's dog(s) <input type="checkbox"/> Extensive – regular visits to off-leash dog parks, dog daycare, etc.		
* Has your dog exhibited any problems previously in an off-leash social environment?	Yes ()	No ()
* Does your dog have any sensitive areas on his/her body?	Yes ()	No ()
If yes, where?		
* Where is your dog's favorite petting spots?		
* Please check all answers that describes your dog's personality:		
* Does your dog have any problems in any of the following areas? If yes, please explain.		
Mouthing:	Barking:	Digging:
		Jumping Fences:
* Is your dog aggressive towards other dogs, humans, or any other animals?	Yes ()	No ()
* Has your dog ever bitten a person or another dog? If yes, please explain:	Yes ()	No ()
* Has your dog displayed any of the following reactions? (Please check all that apply):		
() Will bite () May bite () Growls () Snaps () Shows teeth () Trembles () Freezes () Moves away/hides		
* Does your dog have separation anxiety?	Yes ()	No ()
* Please provide any additional information necessary that was not covered above:		

FEEDING INFORMATION (Only for Luxy Pet Hotel Accommodation)

* Is your pet a picky eater? () Yes () No	If yes, please explain:	* Does your pet have any food allergies? () Yes () No
		If yes, please explain:
* Type of Food or Brand Name:		
* Please bring pets food pre-measured per feeding (AM & PM) in Ziploc bags or containers labeled with his/her name		
Please describe how much & how you feed your pet:		
A.M.	P.M.	

***Proplan and Royal Canin brand foods are served in our facility.**

* If your pet requires additional feedings or lunch, please let our front-desk staff know.

WE STRONGLY RECOMMEND BRINGING YOUR PETS FOOD FROM HOME. CHANGING YOUR DOGS DIET MAY CAUSE PROBLEMS.

VETERINARIAN INFORMATION

Veterinarian's Full Name:	Cell Phone #
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MEDICAL HISTORY (Only for Luxy Pet Hotel Accommodation)

* Has your dog been ill in the last 30 days?	Yes ()	No ()
* Is your dog displaying any symptoms such as coughing, sneezing, or upset stomach?	Yes ()	No ()
* Does your dog have any previous or current injuries? If yes, please explain:	Yes ()	No ()
* Does your dog have or is prone to any of the following?		



Arthritis	Diabetes
Allergies	Ear/Eye Infections
Hot Spots	Stress Related Diarrhea (colitis)
Other	Hearth Disease:

* Please provide any additional information necessary that was not covered above:

MEDICATIONS (Only for Luxy Pet Hotel Accommodation)

Is your dog currently on any medications or supplements?	Yes ()	No ()
Name of Medication or Supplement	Dosage & Instructions	

PLEASE DO NOT PRE-PACK MEDICATIONS OR SUPPLEMENTS
ALL MEDICATIONS MUST BE IN ORIGINAL VIAL WITH PRESCRIPTION LABEL, WE CANNOT ACCEPT THEM OTHERWISE.

ON-SITE VETERINARY SERVICE PROVIDER

Veterinary services are provided by appointment in all three of our hotels. Sundays: CLOSED (Call in case of emergency)

Olympos Veterinary Clinic - Yeşilbahçe mh. Sevgi Apt. NO:3/2 Muratpasa, Antalya - 02423130000

RESORT HOURS OF OPERATION

Our facility runs the same 365 days a year. We chose special Ozon cleaning method and provide 100% fresh air and are equipped with UV lights to help eliminate any airborne bacteria. All hygiene controls and practices are carried out under the supervision of the veterinarian.

We have a Pet Hotel Assistant and property security manager during the night time.

DOGGY DAYCARE PICK UP/DROP OFF - BOARDING CHECK IN/CHECK OUT HOURS:

* Check in at 14:00 – Check out at 12: 00. Late check out is 5€ per hour.

* Our resort works just like a human hotel, we have guests scheduled to check-in after one departs.

* Late pick-ups are subject to a charge. If you cannot pick-up your pet, they will automatically board overnight.

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Saturday - Sunday	08:30	20:30

OPTIONS FOR YOUR PET'S COMFORT IN YOUR ROOM

* The routinely reported food and water service is included in the nightly accommodation fee. (Propolan or Royal Canin)

* If you preferred to stay in the same room with your dog; **do you need a bed for your dog?** () Yes, please. () No, thanks.

* If you preferred to stay in the same room with your dog; **do you need a wire crates for your dog?** () Yes, please. () No, thanks.

* If you preferred to stay in the same room with your dog; **do you need a water and food plates for your dog?** () Yes, please. () No, thanks.

*** All materials provided for our furry friend's comfort belong to the hotel and cannot be taken.
If your furry friend likes it/them, you can buy it/them for him/her from our Luxy PetShop.**

We kindly ask you to send us your suggestions for solutions to behavioral problems that may arise during your absence.

Name & Surname	Signature	Date

* VAT is included in posted prices.

* The business has the right to revise and change all price and service contents unilaterally and independently.

HOTEL POLICIES

To board or use any services offered at Luxy Pet Hotel:

- (1) Check in form must be fully filled out & submitted
- (2) Current proof of vaccination records from pet's veterinarian (copies of signed papers)
- (3) Boarding Service Agreement must be signed

Attention Please!

- * All dogs must be leashed & All cats must be in carrier
- * Please refrain from introducing Pets in reception area and - please maintain space from other Pets/Clients.
- * You can walk with your pet on a leash only on designated walking paths.
- * You can spend time with your pet and swim in the sea only at the Luxy Pet Beach. In both cases, your dog must be on a leash.
- * It is appropriate to be with your pet only in restaurants and social areas designated as Pet Friendly. You can ask us for help if needed.
- * We kindly ask you to choose the designated areas for your pet's toilet needs and to provide the necessary cleaning.
- * Any possible damage caused by the pet is the responsibility of the pet owner and the damage will be compensated.
- * Our Day Care - Pet Sitter Service is free up to 1 hour, after 1 hour it is 5€ per hour for each of our lovely friends.
- * Dog/Cat Stroller service is available and its rent is 10€ per day.

ALL DOGS MUST BE LEASHED | ALL CATS MUST BE IN A CARRIER | NO EXCEPTIONS!



2024 - Luxy Pet Hotel



OWNER INFORMATION			
First Name:		Last Name:	
Address:		City:	State: Zip:
Phone: (.....)		Work Phone: (.....)	
Email:			
How did you hear about us?			
Emergency Contact:		I authorize the individuals above to pick up my pet from Luxy Pet Hotel.	
Full Name:		Relationship:	Cell Phone: (.....)
Hotel Name:	Check In date:	Check out date:	
Reservation Channel: () Agency () Online () Call Center			
PET'S INFORMATION			
Pet's Name:		Female ()	Male ()
Breed:		Weight:	Color:
Age:	Birthdate: / /		
VETERINARIAN INFORMATION			
Veterinarian's Full Name:		Cell Phone #	
HOTEL POLICIES			
To board or use any services offered at Nirvana Hotels: (1) Check in form must be fully filled out & submitted (2) Policies & agreement must be signed			
We kindly ask you to tell us your suggestions for solutions to behavioral problems that may arise during your absence.			
* VAT is included in posted prices.			
* The business has the right to revise and change all price and service contents unilaterally and independently.			
Name & Surname	Signature	Date	