

Pet hotel Tassu & Tassu Helsinki

Care agreement

CONTACT INFORMATION:

Name of owner: _____

Local address: _____

Phone: _____

Email: _____

Alternate contact name: _____

Alternate contact phone: _____

TREATMENT PERIOD:

Arrival date: _____ Time: _____

Departure date: _____ Time: _____

PETINFORMATION:

Dog: Cat: Other, what: _____

VACCINATIONS VALID UNTIL (personnel fills): _____

NAME:	BIRTH YEAR:	BREED:	WEIGHT:	GENDER:	SPAYED / NEUTERED:
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

OUTDOOR: Leash walks:

Fenced yard:

Can your dog play in the same outdoor area with other dogs?

YES / NO

CARE AGREEMENT TERMS:

- The daily rate is charged according to the current price list. Prices include VAT. Payment is made with card. when dropping off or picking up pets. We do not accept cash.
- The pet will only be released to the person who has signed the agreement or to the person whose agreement it is. The signatory has been separately named when concluding the agreement.
All pets we care for are housed in safe facilities. Pet Hotel Tassu & Tassu or its staff are not responsible for any illness, injury, death or damage to a pet, unless the above-mentioned matters are due to the negligence of the staff.
- If a pet damages another pet or the property of the pet hotel through aggressive behavior, the owner is liable for damages caused by the pet.
- If the owner leaves their pet to be picked up after the agreed care time, or does not notify of any possible obstacles to picking up pet, the pet will be transferred to the ownership of Pet Hotel Tassu & Tassu **one week** after the agreed pick-up date. After this, a new home will be found for the pet.
- I agree that Pet Hotel Tassu & Tassu may obtain veterinary assistance if it is concerned about the well-being of my pet.during treatment.
- I understand that all costs incurred will be invoiced to the owner:

YES

- The owner agrees that their pet's photos or videos will be displayed on the Pet Hotel's WEB, Facebook and/or Instagram. on the pages:

YES: NO

Cancelling a reservation:

Hotel reservations can be cancelled without charge up to three (3) days before the start of the reservation. If the reservation is cancelled less than three (3) days, or at least the day before the reservation, we will charge 50% of the treatment fee. If the reservation is not cancelled or is cancelled on the day of arrival, we will charge 100% of the treatment fee.

CANCELLATION CONDITIONS DURING HIGH SEASON:

High season periods include:
church holidays, school autumn holidays, Christmas holidays, skiing holidays and the summer holiday season.

Cancellation fees during peak seasons:

- 1. 7 days or more before the start of the reservation 0€**
- 2. Less than 7 days or no later than 3 days before the start of the reservation: 50% of the reservation price**
- 3. Less than 3 days before the start of the reservation: 100% of the reservation price**

- Exception: The above fees do not apply in cases where the cancellation is due to exceptional circumstances (force majeure), such as an official order, serious illness or accident, general traffic/transport disruption, industrial action, widespread power/network disruption or other similar unforeseen circumstances and for reasons beyond our control. In this case, the cancellation fee is €0.
- Cancellation must be made in writing (email/reservation system). The cancellation date is determined by the arrival time stamp.
- “Booking price” means the total price of the entire booking as agreed, excluding separately agreed, already incurred third-party costs.
- No show: if the customer fails to arrive before the scheduled arrival day, we will charge 100% of the reservation price.
- Any refunds will be paid within 14 days of confirmation of cancellation.

Confirming your reservation:

- Reservation confirmation must be made in writing by sending an email to tassut@primglobal.fi or a text message to +358 (0)44 50 444 54. Reservations cannot be made by phone.
- The message must include: the name of the booker, the name of the pet, the dates of the treatment period, and the drop-off and pick-up times.

Changing a reservation:

Hotel reservations can be changed up to three (3) days before the start of the reservation. If the reservation is changed less than three (3) days, but no later than the day before the reservation, we will charge 50% of the treatment fee. If the reservation is changed on or after the day of arrival, we will charge 100% of the treatment fee.

By signing this agreement and leaving your pet in the care of the hotel, the owner guarantees the accuracy of all information provided in the Pet Care Form.

I have read the House Rules and the Care Agreement Terms and Conditions. I understand and accept them.

Customer signature: _____ Date: _____