



## Partnership Hotel Golf Mar & Elite K-9 Dog Hotel - Vimeiro

### Frequently Asked Questions

#### **Where is the Dog Hotel located? How far is it from the Golf Mar Hotel?**

Elite K-9 Dog Hotel is located in Vimeiro 3.7 miles from Hotel Golf Mar (about 12 minutes away by car).

#### **What pet species' does the Dog Hotel accept (breeds, weight, etc.)?**

The Elite K-9 Dog Hotel hosts only dogs, with no limit on its weight.

However, in order to maintain our high standards and satisfaction ratings, the dog must be:

- In good overall health and current on required vaccines
- Friendly with people (we do not accept dogs that show excessive aggressiveness and risk to the integrity of our staff)
- Specially controlled dogs (according the Dangerous Dogs Act) are accepted but the owner must previously send the legal documentation to which they are obliged, as well as the dog liability insurance.

#### **What's the opening hours? What is the check-in and check-out time?**

The Elite K-9 Dog Hotel is running daily.

There are two possibilities regarding the dog's admission (check-in):

- Directly in the Dog Hotel: to schedule directly with the Dog Hotel.
- At Golf Mar Hotel: the check-in is at 7pm. and the check-out is at 9am. Please consider the price of the boarding plus the shuttle service. Regarding the shuttle service, a surcharge is applied outside the scheduled times.

#### **How much does the dog boarding cost and what is included?**

The daily prices are related to dog boarding (food is not included \*) and/or shuttle service to the Golf Mar Hotel.

Prices 2019-2020 (VAT not included):

Prices per night / dog	1 dog	2 or + dogs sharing space **
Boarding	10€	9€
Boarding + 2 transfers per day ***	20€	15€

\*The food costs 2€ per day / per dog

\*\* only dogs from the same owner can share accommodation

\*\*\* transfers/shuttle service within scheduled times (check the note below)

#### **How does the Elite K-9 Dog Hotel shuttle service work?**

If you would like to be in your pet's company during the day, you can choose the shuttle service that runs at the following times:

Elite K-9 Dog Hotel > Hotel Golf Mar: 9am.

Hotel Golf Mar > Elite K-9 Dog Hotel: 7pm.

In this case, the dog remains at your care in the period between 9am and 7pm.

Note: a surcharge applies outside the scheduled times (5€ per every half hour).



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HOTEL GOLF MAR  
VIMEIRO

#### **What is the size of the room? Do you provide outdoor play areas?**

Each dog room has an indoor area (1.5m x 3m) and an outdoor private patio (1.5m x 3m). Throughout the day all dogs boarding at the Dog Hotel have a playing time on an outdoor play area (300m<sup>2</sup> grass area).

Only dogs with a sociable personality have access to the outdoor play for safety reason of other dogs and the dog hotel staff. Dogs that show excessive aggressiveness will have access only to their room and their outdoor private patio.

#### **What vaccinations are required for my dog to stay at the Elite K9 Dog hotel?**

We required that all dogs are current on required vaccines.

Vaccinations must be given by your veterinarian at least 15 days before attending the dog hotel. The required vaccines are: Distemper, Hepatitis, Canine Parvovirus, Leptospirosis, Rabbis, Bordetella (Kennel Cough), External and internal parasite treatment.

Specially controlled dogs (according the Dangerous Dogs Act) are accepted but the owner must previously send the legal documentation to which they are obliged, as well as the dog liability insurance.

We are happy to administer your dog's medication, free of charge. For the safety of your pet, we ask that the medication must be in its original bottle with a current prescription.

#### **Can my dogs stay together in the same room?**

Yes, we actually encourage dogs from the same home to stay together. We find that dogs from the same home usually do better when they stay with their siblings or buddies.

#### **How do I make a reservation?**

You can call the dog hotel or you can also complete the form and send the document by email. The reservation will only be guaranteed after the legal documentation and requirements have been submitted and subsequent confirmation by the dog hotel.

#### **What other services do you offer?**

In addition to the dog boarding service and the shuttle service to the Hotel Golf Mar, there are other optional services: baths, grooming services and veterinary services. These additional services will only be provided by owner's request and will be invoiced at the end of the stay.

#### **Has the dog hotel insurance?**

Yes, it has Civil Liability Insurance.

#### **What do you do in case of illness or injury?**

Elite K9 Dog Hotel is not responsible for any diseases or injuries that the animal suffers during or after the period of stay.

In the event of an injury or illness, we will contact you as soon as we can if this ever occurs and, with due authorization, we will start the required treatments. Veterinary services will only be provided by owner's request and will be invoiced at the end of the stay.

#### **Contacts:**

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