



# Le Complexe Hôtel Balto

## Rules and Policies

### **DISCLAIMER OF LIABILITY:**

Customers, visitors or others acknowledge that the employees of Le Complexe Hôtel Balto are neither doctors nor veterinarians and can not be held responsible for the diagnosis or detection of any disease, allergic reaction, behavioral or health problem, regardless of origin and nature of the problem (virus, intestinal parasite, destruction of objects, stress or other) that may occur during the stay or after the stay of the animal at Le Complexe Hôtel Balto. In addition, clients, visitors or others recognize that vaccines are effective in most cases but do not necessarily protect animals from communicable diseases.

Customers, visitors or others recognize that all activities, outings, games or other are carried out in the presence of competent personnel who are attentive to the welfare of the animals. All necessary precautions will be taken to ensure the safety of all, however, it is possible that incidents or injuries are suffered and even cause the death of the animal during such activities, movements inside, outside, outings, games or other. Le Complexe Hôtel Balto and its staff can not be held responsible for such incidents, injuries or death. Customers, visitors or others acknowledge that they bear all risk of such incidents, injuries or death that may be caused to their pet and also hold themselves fully responsible for any damage to property of Le Complexe Hôtel Balto or injury or death caused by its animal to another animal, a visitor or an employee of Le Complexe Hôtel Balto, as well as any consequences on the health of their animal during his stay or after his stay at Le Complexe Hôtel Balto. Sometimes, despite all the efforts made to feed the animal, the animal may still refuse to feed. Le Complexe Hôtel Balto can not be held responsible and if the animal requires hospitalization, the costs will be borne by the client.

Initials \_\_\_\_\_



### **RESERVATION:**

A deposit of 50% of the total cost of the stay must be paid at the time of booking, the remaining balance will be required upon arrival of the animal. For a last minute booking (date of stay within 7 days of booking) the total amount will be required. For additional services added during the animal's stay, fees will be charged to the customer's credit card. The reservation will only be confirmed when the deposit or payment is received. A room can not be guaranteed without paying the required deposit and without providing adequate proof of current vaccinations.

Documents and forms must be submitted such as updated proof of vaccines, the profile of your pet, your contact details, contacts in case of emergency as well as the form of the rules of Le Complexe Hôtel Balto signed at the time of booking and / or on arrival at the hotel for your pet's stay.

### **CANCELLATION:**

Any cancellation must be made by the client at least 10 days before the scheduled date of stay to obtain a credit valid for a period of one year after the date of cancellation; applicable on all services offered at Le Complexe Hôtel Balto. Failing to respect this deadline, no credit will be issued to the customer. No refund will be issued if the client does not present themselves at Le Complexe Hôtel Balto at the scheduled date of their stay as indicated at the time of booking. In addition, no refund will be issued to a customer who picks up his pet before the scheduled date of the end of the stay.

### **ARRIVAL and DEPARTURE :**

The arrival of your pet at the expected date of stay at Complexe Hotel Balto must be between 12pm and 4pm and departure between 10am and 12pm. If the guest arrives at Le Complexe Hôtel Balto before or after the hours indicated, additional charges will apply.

**Initials** \_\_\_\_\_



We are able to accommodate our guests if the opening hours of the reception do not agree with their schedule, but this must be mentioned beforehand.

### **VACCINES:**

Vaccines are required and must be current to ensure that your pet is accepted at Le Complexe Hôtel Balto. You must present your pet's vaccination certificate with every visit to Le Complexe Hôtel Balto to provide us with all relevant information regarding your pet. Here are the mandatory vaccines for dogs: Rabies, DHPPV (Distemper, Hepatitis Influenza, Parvovirus, Parainfluenza), Bordetellosis. (kennel cough), and all others required by the complicity of Le Complexe Hôtel Balto. Vaccines required for cats: Rabies, Infectious Panleukopenia (Parvo & Distemper), Rhinotracheitis (Herpes type 1) and any other required by the Balto Hotel Complex. Dogs and cats must have received their vaccines at least 7-10 days before a stay at Le Complexe Hôtel Balto. Dogs and cats must be at least 4 months old to frequent Le Complexe Hôtel Balto. A dog or cat that has been infected with a contagious disease or has been in contact with another animal with a contagious disease can not be received at Complexe Hôtel Balto before a 30-day incubation period (quarantine).

### **PERSONAL ARTICLES:**

Le Complexe Hôtel Balto can not be held responsible for the breakage or loss of your pet's personal items. It is recommended not to bring valuable or irreplaceable items during your pet's stay. On the other hand, all of your pet's items left at Le Complexe Hôtel Balto during the stay must be identified and will be stored in the wardrobe for this purpose in your pet's private room and will be given to you upon his departure. Le Complexe Hôtel Balto is not responsible for any damage or loss to these personal items.

**Initials** \_\_\_\_\_



**EMERGENCY:**

Any emergency will be treated fairly. Every effort will be made to reach the owner or the aforementioned people to contact in case of emergency to inform and provide the necessary care quickly. If, however, we are unable to reach the owner or the aforementioned persons to contact in case of emergency, Le Complexe Hôtel Balto will take the necessary decisions to offer the animal care, either by the animal's veterinarian whenever possible, by one of our two veterinarians on call or by the Laval Veterinary Center. The owner will be fully responsible for all costs incurred for the care, treatment, medication or even surgery performed on his animal. Costs incurred will be charged to the owner's credit card on file

Authorization to charge any fees related to my pet on the Credit Card:  
\_\_\_\_\_ Expiry \_\_\_ / \_\_\_ Verification Code: \_\_\_\_\_  
Maximum amount allowed: \_\_\_\_\_

Card holder's Signature: \_\_\_\_\_

I, \_\_\_\_\_ ACKNOWLEDGE AND ACCEPT  
THE POLICIES AND REGULATIONS OF THE BALTO HOTEL COMPLEX.

NAME OF THE ANIMAL: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**Initials** \_\_\_\_\_