

Dear customers,

we are honored that you have chosen our hotel and we thank you for your trust. We understand that your dogs are the part of your family and you could worry about them when they stay without you manage. So, we would like to present you the dog's daily schedule in our hotel.

Daily schedule

Safety and comfort of each dog in our hotel is our priority. Also we are doing our best to meet the individual needs each of our clients. For these purposes we have a daily schedule that we follow. So, we do not want to leave dogs alone without our attention during activities, therefore we ask you to follow the schedule of our hotel too.

The time for check in and check out is from 9:00 to 11:00 and 17:00 to 19:00. At this time, all dogs are in their rooms and having rest. So we could have a time to meet you and your dog in the reception. You will certainly appreciate that we do not leave dogs alone in runs and thereby disrupt peaceful walking, training, administering medication, feeding or other activities .

We kindly ask you to respect the time specified for check in and check out . In case if it is necessary for you to come in other time, you have to let us know about it in advance. Extraordinary check in and check out time could be charged.

Information about your dog during the stay

If you would like to know how is your dog doing, send us an e-mail and we will be happy to answer you. We understand that it is easier just to phone, but it will distract our attention from the dogs and we do it very unwillingly. We are here primarily for your dog, and we want they to stay happy, safe and with the perfect care.

We believe that you want the same and that's one of the reason you have chosen our hotel. Photos and videos of your pets you could follow on Facebook VIP PETS.

We accept 100% easygoing dogs (socialized)

The hotel can accept especially dogs fully socialized. This means that the dog is not too timid to strangers and have no problems in a group of other dogs (small or large breeds).

Behavior towards strangers

The dog can be handled without problems (walking, cleaning rooms, cushion or bed, feeding, water exchange, medication, cleaning the eyes, ears, etc.).

Behavior towards other dogs

Dog does not try to force contact if another dog doesn't want to play, does not try other do mated other dogs, it is absolutely easygoing to all dogs (the same or opposite sex) for any reason.

Mandatory pre- stay

To be sure if the dog is properly socialized and also to assess how it will manage the stay, we recommended a tested stay at least overnight stay. Your dog will feel better than during the longer stay and will manage it without any problems, because it will be in a familiar place, knowing the day regime and will be sure that his master will come again soon. We recommend that you come with the dog 14 days or one week before the planned stay. The best time for check in is from 9:00 to 11:00 and for check out the next day from 17:00 to 19:00

Exceptions from the daily timetable

If during a overnight test stay the dog shows as a not fully socialized, the special daily schedule will be admitted for the next dog stay. Daily schedule could not be applied for this dog because it requires individual attention and individual walking. During the stay it could stay and walk with other dogs only after special resocialization program.

Socializing / resocialization program

There is a possibility of socialization / resocialization program, which is very popular and often necessary for most of the dogs. It is professionally supervised by the dog's behavior expert. During this program dogs learn how to behave properly with other dogs. This program is paid extra.

Fearful dogs - increasing self-confidence, to eliminate the fear.

Hyperactive dogs - to stay calm and have a rest.

Conflict dogs - to change attitudes towards other dogs.

Unsocialized dog must have 100% fit muzzle (only very small breeds such as chihuahuas and yorkshire terriers could stay without muzzle during the resocialization)

Dog will be incorporated into the team of other dogs only if it makes progress and his behavior will be estimated by an expert as a completely suitable.

We are trying to help dogs with their problems, not only during their stay in our hotel, but also in everyday's life, and we will be very pleased if owners will help us by giving in advance all information about any dog's problem. Special training during the stay with the professional dog trainer and possibility of consultation for dog's owner after will help you to make your dog well behaved and much more happy.

Bathing and hair care

During the stay our dog clients are running with other dogs and playing in the grass or weeds. It is normal that dogs get dirty. In case you want to have your dog clean please order in advance bathing and combing before picking up. These services are not included in the price of accommodation. Please book it in advance, ideally when booking a dog stay or during the check in at the reception.

We use the high quality standard cosmetic.