

### **To Guests Wishing to Use Our Dog-Friendly Room**

At Hakone Retreat Fore & Villa 1/f, we offer a 'Dog-Friendly Room.' Guests who wish to enjoy traveling with their beloved dogs can make use of our catered facilities and services exclusively for dogs, ensuring a pleasant stay together.

In order to ensure smooth hotel operations and avoid causing inconvenience to other guests, we have established the following conditions for the use of the 'Dog-Friendly Room.' Guests are required to pledge or agree that these conditions are met before use.

Please read the following carefully, print out the 'Agreement Form' on page 3, fill in the required information, and send it to us in advance by fax or email together with a copy of the vaccination certificate for rabies and viral infectious disease (combined vaccine of 5 or more types).

### **Conditions for Staying in the Dog-Friendly Room**

1. Only dogs are allowed to accompany guests. Bringing other animals is not permitted.
2. Accompanying dogs must be trained so as not to cause inconvenience to other guests. Dogs must not bark excessively, jump on people, or cause damage to the facility.
3. Up to three dogs may accompany each booking. (Up to two for large dogs) An additional fee of 10,000 yen (tax included) per dog will be charged from the second dog onward.
4. For breeds that may cause disruption or pose a threat to others' daily life or safety, the hotel reserves the right to refuse accommodation at its discretion.
5. If leaving your dog alone in the room, your dog must be trained to stay alone without issues.
6. All accompanying dogs must have received both rabies vaccination and a combined viral infectious disease vaccine (5 types or more, hereafter referred to as 'preventive vaccines') at least 2 weeks and no more than 1 year before the stay. A copy of the vaccination certificate must be provided at the time of booking.
7. All accompanying dogs must be at least 6 months old.
8. All accompanying dogs must be treated for fleas and ticks.
9. Female dogs in heat (from the start date of menstruation for 4 weeks) or pregnant dogs are not allowed to stay. Dogs that may significantly disturb other dogs may also be refused accommodation.

### **Notes for Using the Dog-Friendly Room**

1. Please refrain your dog from using the bathroom in the guest room.
2. Please avoid brushing your dog inside the guest room. When brushing outdoors, dispose of the shed hair in the trash bin.
3. If your dog is trained to stay alone, you may leave your dog in the room while going out for meals, etc. Crates are available upon request.
4. Please ensure your dog does not damage buildings, furniture, fixtures, equipment, plants, or other property. In case of damages, repair costs may be charged. Even after check-out, repair or cleaning costs may be charged depending on the room condition.
5. If your dog urinates or defecates anywhere other than the designated toilet are in the guest room, please clean it up immediately. If this occurs in shared areas, inform the nearest hotel staff. We recommend wearing pet diapers for safety. Limited stock is available at the hotel.
6. When going out with your dog, please be careful of vehicles around the hotel and always keep your dog on a leash to avoid disturbing other guests or neighbors. Please take your dog's waste back with you and dispose of it in the in-room waste bin.
7. Please wipe your dog's feet before entering the room after walking outside.
8. Even if your dog is in a bag or cart, please refrain from bringing your dog from the Dog-Friendly Room into other hotel facilities (Tawaraishikaku building, restaurants, spa, Freebird, etc.).
9. In case of sudden illness, the following nearby veterinary hospitals can be introduced:
  1. Odawara Animal Hospital – Kanagawa Prefecture, Odawara City, Hamacho 1-10-14 (approx. 50 min by car), Tel: 0465-24-8555. Hours: 9:00-12:30, 15:00-17:30. Closed Wednesdays.
  2. Yuu Animal Hospital – Shizuoka Prefecture, Gotemba City, Ichikawashimada 174-12 (approx. 30 min by car), Tel: 0550-70-1013. Hours: 8:30-11:30, 15:30-18:00. Closed Thursday afternoons.
  3. VCJ Animal Medical Center Suruga (24-hour emergency hospital) – Shizuoka Prefecture, Gotemba City, Higashitanaka 1078-1 (approx. 30 min by car), Tel: 0550-83-5115. Hours: 24-hour, closed Thursdays and Fridays 6:00-18:00 (we recommend using this veterinary hospital for emergencies only).
10. As the number of rental items is limited, we recommend bringing your own dog food and brush.

### **Dog-Friendly Room Stay Agreement**

Submission Address:

Hakone Retreat fore & villa 1/f

FAX: 0460-82-2001

Email: [reservations@hakone-retreat.com](mailto:reservations@hakone-retreat.com)

I have read and understood the 'Dog-Friendly Room Usage Conditions' and agree to the contents when applying for accommodation.

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Reservation Name: \_\_\_\_\_

Accommodation Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Nights: \_\_\_\_

Dog's Name: \_\_\_\_\_

Breed: \_\_\_\_\_ Gender: (Male / Female) Age: \_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Emergency Contact (Mobile): \_\_\_\_\_

\* Please send a copy of the vaccination certificate for rabies and for combined vaccine (5 or more types) that has been done within 1 year prior to the stay, along with this agreement form. If a valid form was already submitted within the past year, resubmission is not required, given that the vaccination period remains valid. Antibody test certificates or deferral certificates can also be accepted in place of vaccination certificates. For rabies vaccination, please submit documentation showing the date of vaccination (not just the license tag).

\* If a valid certificate dated within 1 year cannot be provided, accommodation will be refused. Submission of falsified certificates will result in full liability for any damages caused.