

## WELCOME PETS – POLICY

- The presence of pets must be notified at the time of booking and is allowed only after confirming availability.
- The pet's behavior must be managed by the owner to avoid disturbing other guests.
- The owner is responsible for any damage caused by their pet to other guests and/or hotel staff.
- The owner is responsible for any costs and expenses, including legal fees, arising from personal injury and/or damage and/or any soiling caused by the animals' behavior.
- Pets are not allowed to roam freely in the hotel but allowed to transit in public areas only if accompanied; if the pet is likely to cause disturbance or discomfort to other guests, the owner is required to ensure full control by using a leash and/or muzzle. Cats must be kept in a proper carrier.
- Pets are allowed in areas where food and drinks are served only if accompanied and supervised; if they are likely to disturb or cause discomfort to other guests, the owner is required to take appropriate precautions, such as using a leash and, if necessary, a muzzle or suitable carrier. They may not be held in arms.
- Guests are responsible for cleaning up all droppings left by their pets in any area of the property. Pet owners are therefore required to carry suitable plastic bags and scoops for this purpose.
- Pets are not allowed to sit on any furniture, including armchairs, chairs, tables, etc.
- The owner is responsible for the repair and/or replacement of any items stained or damaged by their pet.
- The Hotel reserves the right to report any damages up to 12 hours after the check out time to allow a thorough inspection of the room.
- Pets can be left alone in the rooms during the stay (day or night) by notifying their presence with a tag placed outside on the door handle. If cats are left alone, they must stay in their carrier.

- The owner must provide a valid contact number if the animal is left alone in the room, so the hotel staff may contact them promptly in case of need. Any damage caused by the animal in the owner's absence shall be the sole responsibility of the owner. In the event of fire, natural disaster, or any other force majeure event, the hotel will not be liable for the pet's safety.
- To ensure proper cleaning, the hotel staff will arrange a time to service the room when the pet is not present.
- It is forbidden to use bed or bathroom linen for the pet, including grooming, bedding, or any other purpose.