

PET-FRIENDLY REGULATIONS AT OUR HOTELS

ILUNION Hotels welcomes a new member of the family: our PETS.

All PETS are allowed in the hotel. To ensure their experience at our hotels is a memorable one, the following conditions must be met.

- A maximum number of pets will be permitted, and they will receive a WELCOME KIT**, consisting of a toy and treats for dogs, and a personalised kit for cats and other pets. Plus, in the room, you will find a bed, a water bowl and food bowl. These are provided to ensure your stay with us is as comfortable as possible.
- Not all communal areas are accessible to pets, except when passing through to rooms and designated dining areas, at which time they must always wear a collar and lead.** Pets are strictly forbidden from entering communal areas designated for additional services such as swimming pools, the gym, the spa, and the hotel gardens. The hotel has a dedicated area where PETS may stay with their owners. Please ask reception for specific details in each case. **It is mandatory to use a lead or chain no longer than two metres, as well as a certified and breed-appropriate muzzle** for those dogs that are required to wear one in line with the new classification system so they can be present and circulate in public spaces.
- Access to dining areas.** Pets are only permitted in designated areas and/or at designated tables and must always be kept with a collar and lead. They are strictly prohibited from entering the buffet area (where food is displayed), show cooking stations or any food preparation and/or cooking areas. Pets must remain on the floor at all times; therefore, the use of tables, chairs, or any other furniture by pets is not allowed. Feeding them with food offered and served by the establishment is not permitted. We kindly ask that you respect the limited capacity rules as well as the designated pet-friendly spaces, which are designed to ensure the best possible experience for all our guests, with or without pets.
- There are no designated areas within the hotel grounds for your pet to relieve itself.** Therefore, owners will need to take their pet for walks in the area surrounding the hotel premises, provided they take full responsibility for cleaning up and properly disposing of any waste, both within and outside of the hotel. Additionally, owners must ensure their pet behaves appropriately to avoid disturbing other guests. **Pets may be left alone in the room, provided they do not cause any nuisance or disturbance to other guests** by barking or whining, or cause any damage to the room's furnishings. Please, we kindly ask that you hang the "Do Not Disturb" sign on the doorknob whenever your pet is in the room.
- If you would like housekeeping to enter your room, this is the ideal time to take your pet out and explore the hotel grounds.** Additionally, you will need to hang the 'Housekeeping Please' sign on the door so that our cleaning staff can access your room. Please ensure that pets do not climb onto beds, sofas or into showers, and that hotel towels are not used to dry them. According to internal policy, pets are not permitted to bathe in the guest bathrooms. If you need anything to cover the sofa or bed, please ask reception, we will be happy to assist you.
- Guests are reminded that they are fully responsible for their pet and its behaviour at all times** (including noise or disturbance), and will be held liable without limitation for any damage or harm caused during their stay at the hotel. This includes, but is not limited to, harm caused to other guests, hotel staff or third parties. Guests will also be responsible for any damage to hotel facilities and/or property. The cost of any such damage will be added to the guest's final bill. The hotel reserves the right to remove both the pet and the guest from the premises in the event of a breach of these rules, with no entitlement to compensation.
- We kindly ask pet owners to ensure their pet's hygiene and health are properly maintained. Pets must also be accompanied by all legally required and up-to-date documentation**, which may be requested at check-in or at any time by Hotel Management.
- Coexistence with guide dogs:** To ensure a harmonious environment between guide dogs, other pets, and hotel guests, it is important to remember that a guide dog wears a harness and is working. Do not offer it food or attempt to distract it. It is essential to keep your own dog on a lead, and if you wish to assist a visually impaired person, please do not pull on the guide dog's harness or lead.

PRICES AND ACCEPTED SIZES

- The applied supplement will be €30 per pet, per night. All sizes are allowed.
- You know your pet better than anyone. Please inform reception of any information that we should take into account to make your stay as comfortable as possible.
- By signing this document, you express your acceptance and agreement with all the conditions mentioned above. Compliance is essential so that pets also leave their mark on our hotels.

Signature of the owner of:

Pet's name:

Owner's signature:

Surname(s):

Mobile phone:

Email:

