












## ACCEPTANCE OF THE CONDITIONS FOR PET STAYS IN THE HOTEL

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

All PETS are allowed in the hotel. To make your experience in our hotels a memorable one, the following conditions must be met.

-  A maximum number of pets will be admitted and they will receive a WELCOME KIT to enjoy. It consists of a toy and sweets for dogs and an adapted kit for cats and other pets. In addition, in the room you will find a bed, a drinking bowl and a food bowl. These three things are designed to make your stay with us as comfortable as possible.
-  Access to common areas is restricted for our four-legged companions, except for transits to rooms. In these areas they must always wear a collar and a leash. There is also an area in the hotel where our PETS can stay. Please ask at the reception desk for information in each case. We would appreciate it if dogs that require a muzzle due to official regulations always wear it.
-  We do not have places for your pet to relieve its small and large needs within the hotel grounds, so a few walks around the hotel will solve this problem, as long as the owner picks up the pet's droppings. Your pet may be left alone in the room, as long as it does not cause inconvenience or annoyance to other guests by barking or crying, or damage to the furniture in the room. Please hang the sign indicating the presence of a pet on the doorknob.
-  If you want the cleaning service to enter the room, it's time for the pet to go outside. In addition, you must remove the hanger from the door to indicate that our floor staff can enter to service the room. Please make sure that pets do not climb onto beds, sofas or showers and that they do not use the hotel towels to dry themselves. Please ask at reception for any items you need to cover the sofa or bed. We will be pleased to help you.
-  We remind you that customers are responsible for their pet and its behaviour (noise or nuisance) at all times. Customers are liable without limitation for any damage or harm their pet may cause during its stay at the hotel, including, but not limited to: users, hotel staff and other people. Likewise, you will be responsible for any damage caused to the facilities and/or elements of the hotel. The amount of damages and any imperfections will be charged on the customer's final invoice.
-  We would appreciate it if the owner keeps up to date with the proper hygiene and sanitary conditions of their pet. In addition, it will have to be accompanied by all the necessary legal documentation, as this may be required at any time by the Hotel Management.
-  If the hotel considers it necessary, a deposit may be requested upon arrival to cover any possible damage that the pet may cause. In case of inappropriate behaviour or behaviour that may adversely affect the stay of other guests, the hotel reserves the right to refuse admission.
-  Coexistence with guide dogs: To ensure that there is a good coexistence between guide dogs and the rest of the pets and guests of the hotel, we must take into account that a guide dog wears a harness and is working. We must not offer them food or distract them. It is a priority to keep your dog on a lead and if we wish to help a visually impaired person in any way, please do not pull on the guide dog's harness or lead.

## PRICES AND SIZES ACCEPTED

-  The supplement applied will be €25 per pet, per night. All sizes are admitted.
-  You know your pet better than anyone else. Please let reception know any information we should take into account to make your stay as comfortable as possible.
-  By signing this document you signify your acceptance of and agreement with all of the above conditions. Compliance is essential to ensure that pets also leave their mark at our hotels.

Signature of owner of:  
Dog's name:

Signature of owner:  
Surname:  
Mobile phone no.:  
E-mail:

