

PETFRIENDLY REGULATIONS IN OUR HOTELS

ILUNION Hotels is proud to welcome a new member of the family, our PETS.

All PETS are welcome in our hotels. In order to make your experience in our hotels a memorable one, the following conditions must apply.

- There is a maximum number of pets allowed and pets will receive a WELCOME KIT for their enjoyment**, consisting of a toy and treats in the case of dogs and an adapted kit in the case of cats and other companion animals. In addition, there will be a bed, a drinking fountain and a food bowl in the room. These last three items are designed to make your pet's stay with us as comfortable as possible.
- Access to the communal areas is not entirely open to our pets, except when going to and from the rooms and restaurant areas, where they must always wear a collar and a leash.** Our pets are not allowed in the communal areas used for additional services such as the swimming pool, gym, spa and the hotel gardens. There is a special area in the hotel where we can keep our PETS with us, please ask at reception for details in each case. A leash or chain of less than two metres in length must be used, as must an approved and breed-appropriate muzzle for those dogs for which it is considered necessary, under the new cataloguing system, when they are in public spaces.
- Access to restaurant areas.** A collar and leash must be worn at all times when accessing the designated areas and/or tables. Pets may not enter the buffet area (food display), or any areas used for show cooking or where food is prepared and/or processed. Pets must remain on the ground, and are not allowed to sit on tables, chairs or other furniture. Pets are not allowed to eat the food offered and served in the establishment. Please respect the limited capacity rules, as well as the spaces provided for this purpose, designed to offer the best possible experience to all our customers, with or without pets.
- Within the hotel grounds, we do not have places where your pet can relieve itself of its small or large daily necessities, but a few walks around the hotel will solve this problem**, as long as all owners remember to pick up after their pets. **Your pet may be left alone in the room, as long as it does not cause any problems or become a nuisance to other guests by barking or crying**, and does not cause any damage to the furniture in the room. Please hang the sign on the doorknob, indicating the presence of a pet in the room.
- If you want the cleaning service to come into your room, while they do so, please take your pet out for a walk or out to discover its surroundings.** Please remove the sign on the door to indicate that our housekeeping staff can come in to clean the room. Please make sure that pets do not climb onto beds or sofas or into showers and that you do not use the hotel towels to dry your pet. Please ask at reception for any items you might need to cover the sofa or bed. We will be more than happy to help.
- We would like to remind you that, at all times, the customer is responsible for their pet and its behaviour** (noise or nuisance), being liable without limitation for any damage or harm it may cause during its stay at the hotel, including, but not limited to: users, hotel staff and other people. Likewise, the customer will be liable for any damage their pet may cause to the hotel facilities and/or elements of the hotel. Any amount for damages and defects will be charged to the customer's final bill.
- We encourage owners to keep up to date with their pet's hygiene and sanitary conditions. Furthermore, the pet must have all the necessary legal documentation**, as it may be required at any time by the Hotel Management.
- 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 these dogs food or distract them. Please be sure to keep your dog on a lead and if you wish to help a visually impaired person with any instructions, please do not pull on the guide dog's harness or lead.

PRICES AND ACCEPTED SIZES

- There is a supplement of €30 per night and all sizes are accepted.
- You know your pet better than anyone. Please let reception know any information we may need to take into account in order to make your stay as comfortable as possible.
- By signing this document you declare your acceptance of and agreement with all of the above-mentioned conditions. Compliance with these conditions is essential so that our pets can also leave their mark at our hotels.

Signature of the owner:
Name of dog:

Owner's signature:
Surname:
Mobile phone:
e_mail:

