



House rules

Pet-Friendly Policy

The following is a set of rules of conduct regarding your pet in order to maintain harmony with other guests.

- Animals cannot stay in the hotel's common areas. They can only pass in those areas to enter or exit the hotel, except during breakfast hours, lunch and dinner. It will be necessary to provide a contact telephone number and be reachable within the hotel.
- The customer is responsible for any damage caused by the animal in the room, or any other area of the hotel. Please inform the reception if there are any damages to the room upon your arrival. Otherwise we will assume that everything is in perfect condition.
- In case of any incidents with other animals or people, the owner will be responsible for the animal, releasing the hotel from any potential legal liability.
- When the animal circulates in the hotel's public areas it should be tied or led in arms.
- To prevent noise and not disturb others customers, the pet cannot be left alone in the room. We wish you a satisfactory stay and we are at your disposal for any clarification or doubt. In case you are going to leave him alone during the breakfast, lunch or dinner service, you must have to contact the reception to arrange the cleaning service. Put up the "Do Not Disturb" sign to notifies staff there is a pet inside the room.
- In case of noise or inconvenience caused by the pet, the hotel reserves the right to expel the client and the pet.
- The pet is not allowed to use the bath or showers of the rooms.
- It is not allowed to use the towels or sheets for cleaning the animal.