



PetFriendly

Friends of your bestie

General regulations for the accommodation of pets in the hotels

What you should bear in mind when you stay with your pet

At Sercotel we know that your furry friend forms part of the family, which is why we want you to enjoy your trips with it in comfort without having to worry. To ensure that you have a pleasant stay and a good relationship with the other hotel guests, you must comply with certain conditions. We list them below.

1. **Pets are welcome.** You can currently stay at some of our hotels accompanied only by your dog or cat. We don't accept any other kinds of pets.
2. **One pet.** You can only have one pet in your room, and it isn't possible to book a room exclusively for your four-legged companion.
3. **Weight.** Each hotel can accommodate pets up to a maximum weight, in keeping with its options and capacity.
4. **Pet kit.** We'll provide you with a pet amenities kit (bed, snack and drinking bowl), which is subject to availability at the time of your arrival. Lack of availability does not entail the right to submit a claim.
5. **Cleanliness of the room.** Please inform reception that your pet isn't in the room so that the room cleaning service can be provided.
6. **Look after it.** We know you will, but we remind you that, as a pet owner, you are obliged to ensure that the conditions for it are duly maintained in terms of hygiene and sanitation.
7. **Access is forbidden to:** Communal areas set aside for additional services such as restaurants and the breakfast room, swimming pool, spa, fitness room, etc., with the exception of cafeterias that are located in a separate area. Guide dogs are exempt from this condition, in accordance with RD 3250/1983.
8. **Enjoy the fresh air.** Your most loyal companion is welcome on our terraces and in the outdoor areas.
9. **Hygiene.** The bathrooms and showers in the rooms are for the exclusive use of people. If you need to, ask at reception where you can find a nearby canine hairdressing salon to wash your pet.
10. **With its legs on the floor.** Your pet must not climb on the beds or sofas or use the hotel towels.
11. **Always accompanied.** The pet must walk around the hotel's communal areas on a leash and, if necessary, with a muzzle, and you must always accompany it. Your pet shouldn't be left alone in the room at any time. We'll thus prevent any potential inconvenience or nuisance for the other guests due to barking or whining, as well as damage to the furniture in the room. The pet may remain in the room unaccompanied only in the event that you've booked an additional service (breakfast, spa, etc.), and only for the time required to enjoy the service that you've hired. On these occasions hang the "Do not disturb" sign that you'll find in your room on the door.
12. **It will feel comfortable, but ...** Bear in mind that your pet won't identify the hotel facilities as its home, so we ask you to make sure that it doesn't relieve itself inside the hotel or mark its territory. It will be allowed to walk around the hotel, but you'll have to pick up its droppings.

The hotel reserves the right:

- To ask for a deposit during the check-in process to cover any damage that the pet may cause.
- Not to admit dogs that may cause a nuisance to other customers or behave inappropriately. If necessary, the guest and pet may be asked to leave the premises.
- The guest is responsible at all times for its pet and its behaviour, as well as for any damage it may cause during its stay, either to third parties or to the hotel facilities. If such a situation occurs, the appropriate legal measures will be taken to repair the damage caused.

We thank you for complying with these rules and we'll do our best to ensure that you and your furry companion enjoy your experience at the hotel. Enjoy your stay!

Weights and sizes accepted

The maximum weight allowed per pet is **10kg**, the supplement per night is **20€**.

You know your pet better than anyone else. Please inform reception of anything we should know.

By signing this document I acknowledge that I know and accept all the above conditions.

Date:

Room:

Signature:

Sercotel
Welcome to your best