

PET POLICY

To ensure you and your pet enjoy a pleasant stay at our hotel, we kindly ask you to take note of the following guidelines:

Allowed pets: Our hotel exclusively accepts small dogs (under 8 kg). Cats or other types of pets are not permitted.

Restaurants

Small dogs are allowed in the restaurants under certain conditions. The authorized areas are:

- **Parrilla Restaurant:** Gallery area.
 - **Oriental Restaurant:** Right-hand side upon entering.
 - **Pappagallo (winter):** Designated area at the back of the dining room.
 - **Pappagallo (summer):** Terrace.
 - **Bar Hall and Palmera Real terrace:** Dogs are only allowed if carried in a bag or pet carrier.
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Common Areas

- In the gardens, dogs may walk on a leash or in a carrier, but not freely.
 - Pets are not allowed in The Oriental Spa Garden.
 - In all indoor areas, dogs must be kept in a bag or carrier at all times.
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General Rules

- One pet per room is allowed.
- Pets may not be left alone in the room.
- The owner is responsible for any damage caused by the pet.
- In case of incidents involving another pet, the owner is responsible for any resulting costs.

Additional Services

- We provide a pet kit including a bed, food bowl, and water bowl.
- A Pet Menu is available in pet-friendly rooms.
- To ensure everyone's comfort, we recommend placing the "Do Not Disturb" sign on your door and coordinating room cleaning with the concierge.
- For pet hygiene items or additional services, please contact our concierge department (Ext. 700).

Cleaning and Desinfection

- After check-out, a special cleaning will be carried out. For this reason, a €60 cleaning fee will be charged in pet-friendly rooms.

These rules are intended to ensure a pleasant stay for all guests. We appreciate your understanding and cooperation.

Kind regards,
Management.