



## PET POLICY IN HOTEL VALL DE NÚRIA

General Policy to manage the pet housing in Hotel Vall de Núria to ensure the best experience and environment for all the guests.

- We have specific rooms intended to house the guests staying with their pets.
- It's only allowed one dog each room. In case of two dogs, you should ask for disponibility to assign the best room possible.
- We just admit dogs (no weight limitation); cats, birds, rodents, reptiles or any other species are not allowed.
- We charge 15€/night to cover the cleaning expenses.
- The pet's owner has to compromise to keep the best hygiene and sanitary conditions.
- The pet is only allowed to remain alone in the room during the dinner. During this time the owner will put the sign "Do not disturb" to let the staff know that they can't open the room's door. The owner should give the phone number to the reception in case of emergency (like if the dog howls or cries) to avoid disturbing other guests. The owner is going to pay the expenses in case of damages in the room. **However, it is not recommended to leave the pet alone.**
- The Hotel Vall de Núria has the right of admission reserved in case of the pet or the owner causing any problem or bothering the rest of the guests.
- The owner is the only responsible of his pet and his behaviour.
- The pet is only allowed in the assigned room and the access to that room. It is completely forbidden to go into any restauration point and also the play area and common areas inside the Hotel complex (except corridors).
- It's not allowed to let the pet do his necessities inside the complex. And it's obligatory to pick them up at the outdoors.
- To access into the building and going outside you must keep your pet in a short leash.
- We dispose of dog houses outside the building in case the owner wants to access to the restauration points. (we have limited number of dog houses).
- We ask the owner please do not let the pet sleep on the coach or the bed.
- Let the cleaning staff know when you leave the room to be able to do their job.
- It's not allowed to wash your pet in the shower or tub or use the towels neither.

**Before doing your reservation, let the Hotel staff know that you are traveling with your pet.**

Don't forget to give a signed copy of this document as a proof as you accept our policies and conditions.

We thank our guests the compromise to follow all our policies. We wish you enjoy your stay in our hotel.

**Name and Surname:**

**Signature, ID and phone number:**