



## PET POLICY IN HOTEL VALL DE NÚRIA

Basic general rules that regulate the accommodation of customers with pets at the Vall de Núria Hotel so that their stay is as pleasant as possible and does not cause any discomfort for the other customers staying at the hotel.

- Hotel Vall de Núria **allows pets in standard rooms, suites, and standard apartments**. In the other type of rooms pets are not allowed, except for guide dogs that have free access to all type of rooms.
- It's **only allowed one dog per room**. In case you want to travel with **more than one dog, you should request it via email** ([reserveshotel@valldenuria.cat](mailto:reserveshotel@valldenuria.cat)) and ask for permission in order to allocate you in the most suitable room.
- **We only allow dogs** (no weight limitation); cats, birds, rodents, reptiles, or any other animals are not allowed.
- We **charge a fee of 15€ per night and dog** to cover the cleaning expenses. With no exceptions.
- **In the Buffet Restaurant we have some tables for pet owners**. We recommend making a reservation.
- Dogs are allowed in the cafeterias of the complex, picnic zone and passage areas. Dogs are forbidden in the Saló de l'Estatut and the children's playroom.
- The pet's owner is responsible to keep the dog in the best hygiene and sanitary conditions. We recommend travelling with the dog's health card.
- **The pet is only allowed to remain alone in the room during the meals**. 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 (for example, 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 to refuse admission in case of the pet or the owner causes any troubles to other guests or has an inappropriate behaviour.
- **The owner is the only responsible of his pet and its behaviour**.
- It's not allowed to let the pet relieve itself inside the complex. And it's obligatory to pick the dog feces outside.
- To enter the building and going outside you must keep your pet in a short leash.
- We kindly request the owner to not let the pet sleep on the couch or the bed.
- When the animal is not in the room, notify the cleaning staff so that the room can be cleaned.
- It's not allowed to wash your pet in the shower or tub or use the towels.

**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:**