

Pet-Friendly Policy

Terms & Conditions

In order to better accommodate your pet and ensure the safety of all guests and staff, you are kindly requested to comply with the following rules:

1. Only certain types of pets are allowed in the Divani Collection Hotels.
2. Residential stays should be accepted upon request as hotels have a residential limit per night. This can be done quickly and conveniently before booking by contacting the hotel directly.
3. Guests with pets are required to bring with them an updated pet health book. The hotel is entitled to request an up-to-date pet health booklet at any time.
4. Aggressive animals are expressly not allowed. We reserve every right to no longer provide accommodation to customers whose pets have exhibited aggressive behavior towards other customers or hotel staff.
5. In all public places, pets must be kept on a leash at all times.
6. Pets are not allowed in the restaurants, bars, Spa, health club of the hotel. The exception is guide dogs and service dogs. Pets are not allowed to swim or enter the pools.
7. Guests are responsible for cleaning up after their pet on hotel.
8. The pet is not allowed to use the bathtub or shower of the rooms.
9. It is not allowed to use towels or sheets to clean the animal.
10. Guests are responsible for all property damages and/or personal injuries resulting from their pet. Guests agree to indemnify and hold harmless the hotel, its owners and its operator from all liability and damage suffered as a result of the guest's pet.
11. Any damage caused by the pet will be the responsibility of the owner and a charge will be made to the credit card for the replacement of the damaged object.
12. It is necessary to be present and take care of your pet while a member of our team provides services in your room. If your pet is in the room, you must make use of the hanger "Don't Disturb", placing it on the door knob when leaving so that the hotel staff will not enter the room. In this case room service will NOT be available. If there is no "do not disturb" sign on the door, we bear no responsibility if your pet is released.
13. If, during your stay, your dog requires medical care, shampoo, haircut, or other services, please do not hesitate to contact the hotel staff, who will suggest the best options to meet your requirements.

 **DIVANI COLLECTION HOTELS**

Agreed and accepted by:	
Guest's Printed Name:	
Name & Breed of Pet:	
Room Number:	
Arrival Date:	
Departure Date:	
Today's Date:	
Signature:	