



Pet admission policy



We are very grateful for your reservation at the hotel and welcome you to Palacio Carvajal Girón. In order to ensure comfort for all our guests and harmony in coexistence, our pet policy is governed by the following regulations:

1. A maximum of two pets are accepted per booking/room. Dogs and/or cats (other species, please check with the hotel reception). Depending on the occupancy of the hotel, we reserve the right to reserve a superior room if the reservation is for two pets due to space issues, as the space in the standard rooms would be more reduced and it would not be possible in all of them (if you are travelling with only one pet, you can always book any type of room).
2. Your pet must always be restrained when moving around the hotel, from the room to the outside and vice versa. It will always be on a leash, muzzled if necessary according to the law and, if possible, in its carrier.
3. The use of the common areas (restaurant, breakfasts, corridors, terraces, jacuzzi area, swimming pool...) is forbidden, except for taking the pet to the room.
4. The access with the pet to the restaurant area is not allowed. If you wish to make use of our lunch and/or dinner service, you may do so in the garden area in summer or in the gastrobar area, prior notice to reception, to check availability.
5. For safety reasons, your pet should never be left alone in the room. If you have to leave your pet in exceptional circumstances, always leave it in its carrier so that the hotel's cleaning and maintenance services can access your room if necessary. The hotel reserves the right to clean or maintain your room on a daily basis and declines any responsibility for non-compliance with this rule.
6. Please, as far as possible, do not bathe your pet in the bathroom of the room; do not use the towels to dry them. For hygiene reasons, your pet should not sleep on the bed(s) or other furniture in the room. Should our cleaning staff detect that this rule has been broken, the hotel reserves the right to charge an extra cleaning fee for the room.
7. The person holding the reservation with whom the pet is staying at the Palacio Carvajal Girón Hotel must comply with current regulations and will be responsible for any actions that may result from the behaviour of the animal, exempting the hotel from any liability.
8. In the event of noise or nuisance caused by pets to other guests, the hotel reserves the right to interrupt the services provided to the person/s staying at the hotel, thereby ending their stay in our facilities.
9. The vaccination card will be required.
10. Pets must be clean.

11. The hotel has specific equipment for pets, upon request. If you are interested, you must request it to the reception department 24 hours before your arrival at the establishment. The equipment will consist of a feeder, a bed and treats. The feeder and bed must be returned after use. In the event that the equipment is not returned or is seriously broken/damaged, the amount of the equipment will be charged to the account of the person making the reservation.

12. **The supplement per night in the room will be 30.00€ (VAT included).**

13. Additional charges may be made to your account if the hotel detects damage to the room or any other common area of the hotel, disorder or excessive dirtiness caused by the animal directly.

14. In short, the person legally responsible for the pet will be the owner of the reservation both in the relationship with the hotel and with the rest of the users of the establishment, the hotel being exempt from any liability arising from the behaviour of the animal directly or indirectly.

Fill in and sign the document giving your consent and authorisation and undertaking to comply with the aforementioned rules. With this signature you consent and accept all that is specified here:

Name of reservation holder and person responsible for the pet

Passport/Identity card

Pet's name

Booking number and date of arrival

Credit card guaranteeing your reservation (full number and expiry date):

Signature:

Thank you for choosing us.

We hope the whole family has a happy stay.

