

## **Pets**

### **Terms and Conditions**

The presence of a pet must be notified to Estrela Serenity at the time of booking. Acceptance of pets is subject to prior request and availability, as the hotel has a set limit of pets per night/room. Pets allowed during the stay are a maximum of 2 pets per room.

#### **Inclusions:**

Hotel room prepared to receive the pet with:

- Pet bed
- Food and water bowls

#### **Applicable rates:**

- 15,00€ per night/per pet

#### **Regulation:**

- The Client declares that their pet is vaccinated and has all the vaccinations required in Portuguese territory and that it complies with the requirements of the legislation applicable in the territory where the establishment is located, even if its place of origin is not Portugal.
- The animal must be in good hygienic and sanitary conditions and properly dewormed.
- Pets are not allowed in the following common areas: restaurant, contemplative center, massage waiting room, massage room, gym, SPA area, swimming pool, Domes. Guide dogs are allowed in any area of the hotel.
- Pets are allowed, up to a maximum of 2 animals at the same time in the following areas: reception and bar.
- The use of a leash is mandatory in the common outdoor spaces and in the permitted indoor spaces.
- The owner is responsible for their animal and must ensure that the animal's excrement is collected and cleaned up.
- Pets must not use the bathroom or showers in the rooms.
- The use of hotel towels to clean/dry the pet is not permitted.
- Pets are not allowed to use or sleep on the bed, chairs or any element of the furniture in the room or in the common areas.
- Owners must provide the necessary food and hygiene products for their pet's stay.
- Any damage caused by the animal to the room and property in general is the responsibility of the guest and additional charges may apply.
- The owner is responsible for their pet's behavior and must ensure the well-being and comfort of other guests and animals, if applicable.



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- If the animal behaves inappropriately or disturbs other guests, the hotel reserves the right to request the animal's removal from the premises and/or cancel the reservation.
- If the animal is left alone in the room, the guest should put up a do not disturb sign to prevent a member of staff from entering the room, preventing the risk of escape or accidents.

The Estrela Serenity team wishes you an excellent stay with your pet.

*I declare that I am aware of the Terms and Conditions for accepting my pet at  
Estrela Serenity Resort*

**Signature:**

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Check-in date

Check-out date:

Room Number: