



At GF Isabel we are delighted to open our doors to your pets so they can enjoy the **PETS ROOM & PETS LAND & SPA** experience. For this coexistence to be memorable and comfortable for everyone, it is necessary to meet the following conditions and/or recommendations:

1. **A maximum number of pets will be admitted with a maximum weight of 15kg.** The client will be able to choose between two levels of accessories for the room. The **Basic** for dogs includes a bed, a feeder, a drinker, a blanket and a toy. In addition, a sandbox kit and a bag to collect dirty sand in the case of cats (supplement of 25 euros). The **Premium** for dogs includes a bed, a feeder, a drinking bowl, a blanket, a toy and a cleaning item, plus a sandbox kit, bags, a toy and a 'catnip spray' in the case of cats (supplement of 30 euros). Cats must stay only at the rooms and will be transported with a transport system or cat leash. *Price per pet per day.
2. The client can order at the hotel any basic product that their pet needs 24 hours in advance, as well as the **Canine Spa & Styling and Cutting** service (48 hours in advance). The client will assume the payment of the total cost of the order at the time of the order, as well as the cost of the **Canine Day-care service**. From 8:00 p.m. to 12:00 a.m. this service will be increased with a night-time supplement. This service is only available for dogs.
3. Pets must have a veterinary / vaccination card up to date with current regulations in Spain. A copy of the documentation will be requested at the time of check-in. The hotel reserves the right not to accept the accommodation of pets if this requirement is not met.
4. GF Isabel reserves the right to exclude the accommodation and permanence in the facilities of those pets with the possibility of causing damage to the facilities or to other hotel guests or when the capacity of pets is full, which is a maximum of 8 pets.
5. Pets can accompany their owners through pathways and streets of the hotel as long as they are secured on a lead and do not present a problem for the rest of the guests. The access of pets to bars and restaurant/s of the hotel, as well as to the swimming pool area or recreational areas or activities not provided for the use of pets is prohibited.
6. The owner must pick up or clean any waste associated with their pet on the hotel premises. During the room cleaning service, the pet should not be alone in the room. The client must coordinate with the reception the cleaning schedule of his room.
7. In the recreation and leisure area, **Pets Land**, the animal must always be accompanied by its family. It is totally forbidden to leave your pet alone in said area. If there is more than one animal within the area, they must remain on their leads & harnesses until it is verified that there is no coexistence problem.
8. For clients with cats, we recommend bringing their own litter or food due to intolerances/habits. In addition, we recommend that they manage the animal's waste themselves, referring to the cleaning of the dirty sand inside the "sandbox" provided by the hotel.
9. For the peace of mind of your pets, we recommend bringing a blanket/towel to sleep with in the room, since its smell will reassure them in the strange environment. Also, bring the documentation of the animal, a tag with your mobile in case of escape or loss, collar/harness and leash. If your animal is used to climbing on the sofa, bed, etc., bring a sheet to protect the furniture from hair and dirt.
10. Before entering the hotel, it is advisable to walk your pet and let them relieve themselves. Strange, new places cause "accidents." Dogs like to mark their territory, but do not allow them to do so at the hotel entrance, in the room or in common areas; this will not help to make your stay pleasant. In the event that your stay coincides with that of a guest with phobias, fear, allergies, etc., do everything possible so that your animal is not a nuisance to them. The comfort of the rest of the guests will be considered by the hotel as paramount.
11. As the owner of the animal, you will be responsible for any damages or noise that may interrupt the sleep of other guests. The client is responsible for having contracted the relevant Insurance if it is mandatory. The client must follow the instructions of the hotel staff regarding their pet. The client assumes the payment of the damages caused in the hotel facilities.
12. By signing this document, you authorize us to charge your credit card for the repair or cleaning of any damage caused by your pet, adding the cost of said additional service to your bill. In addition, you will be directly responsible for any damage or harm, personal or material, caused by your pet in the facilities, exonerating the hotel from any responsibility towards third parties (service personnel, guests, other persons, etc...). By signing this document, you assume said responsibility and agree to be liable for damages and indemnify for injuries, damages or losses caused by your pet to third parties. The owner assumes the commitment to indemnify, defend and hold the GF Isabel hotel harmless from any loss, claim, damage, liability, cost and expense (including legal fees and court costs) suffered by the hotel or notified by any other hotel guest, employee, or person arising from the connection with the stay of the pet in the hotel.



Name of the pet:

Name of the owner:

Signature of the owner: