



PET POLICY

In Altarocca we are happy to welcome your pets.

To ensure a pleasant stay to all guests of the hotel, we invite you to view and comply with the following Rules.

- You can stay with a pet **ONLY** in certain room types. Please check availability and conditions **BEFORE** booking.
- The animal must be in compliance with the health vaccinations, the Management reserves the right to request the health card.
- The entry and stay in the structure of the animal are at the discretion of the Management if it does not comply with what is declared by the guest.
- In the event that the guest does not accept the conditions of stay and the regulation and cancel the reservation, the cancellation policy for no-show (payment of the total stay) will be applied.
- There is a supplement of € 20 per night for each pet (max 2 pets per room are allowed), which includes: welcome gift, mat, hygienic bags and cleaning service.
- **The animal can access and circulate in all the common areas of the Resort, inside and outside, with the exception of the Spa, Restaurant and Breakfast Room, remaining ALWAYS on a leash, under the direct control of the guest. In case of aggressive or dangerous animal behavior, it must be expelled from the common areas to preserve other guests safety and pleasure of the stay.**
- It is forbidden to allow the animal to climb on beds, armchairs, chairs, tables or use improperly furnishing accessories, in the room and in all the rooms of the structure.
- The pet can only be left in the room **ONLY** if the guest is inside the Resort area and for short periods of time.
- For safety and hygiene reasons, the pet cannot remain inside the room during cleaning. The guest can take it with him or, if possible, leave it inside a crate.
- It is forbidden to use bath towels, towels, sheets and other textiles provided by the Resort for the management of the needs of the animal (cleaning, hygiene, grooming and nutrition).
- **The guest is required to collect and clean any animal droppings in all areas of the Resort in a timely manner.** Outside, at the entrance of the reception and along the pedestrian path, there are some baskets where you can throw the appropriate hygienic bags.

Finally, we recall the provisions of art. 2052 of the Civil Code on "Damage caused by animals": the owner of an animal or who uses it for the time in which he has it in use, is responsible for the damage caused by the animal, whether it was in his custody, whether it was lost or fled, unless it proves chance.

At the time of booking confirmation, the guest declares that he has read these rules and accepts the above conditions.