



ARTOTEL PET PROGRAMME

FREQUENTLY ASKED QUESTIONS

What pet can I bring?

You can bring your Dog to the hotel

How do I book my dog's stay?

1. Book your room as you normally would.
2. Open your confirmation email you receive, fill out the pet registration form and return it back to us.
3. Look out for an email from us confirming your dog has been booked in.
4. Read and ensure you have understood our art'otel Pets Policy Agreement
5. Check in at reception and sign our pet policy agreement.
6. Head up to your room together and give them some treats for being on their best behaviour.

How much will it cost for my dog/s to stay?

United Kingdom and the Netherlands: Fixed rate of **£/€50** per dog irrespective of length of stay and will be taken on arrival at check-in.

Croatia: art'otel Zagreb: **€20 per day** per dog

Germany: art'otel Cologne, art'otel Berlin Mitte: **€15 per day** per dog

Do you welcome dogs in your public areas?

Yes – just remember to keep them on a lead! If you're ordering food from the main restaurant or drinking at the bar, you must sit with your dog in the areas stated on the welcome letter.

Am I allowed to leave my dog in the room while I go out?

If you are going somewhere else in the hotel, yes. Please put up your pet door hanger while you are out to ensure housekeeping will not enter the room. Dogs should not be left unattended in the room if you are leaving the hotel.

**Is there a food/water bowls in the room for my dog?**

Yes, we provide two bowls during their stay, one for drinks and one for food.

Where will my dog sleep?

We have comfortable beds for your dog to stay in, so your dog will sleep at least as good as you will! Each art'otel is different, so you will find different beds in each hotel.

Should I bring food for my dog?

Yes. You know best what your pet's favourite snacks are, so we always advise to take anything you would give them at home with you for your stay. All our hotels have local shops around the area where you can find pet snacks and food.

What size dogs are allowed at the hotel?

This will vary depending on the hotel or resort, please contact the hotel directly for further information

What type of dogs are not allowed at the hotel?

Dog breeds listed on the Dangerous Dogs Act 1991, listed below;

Pit Bull Terrier

Japanese Tosa

Dogo Argentino

Fila Brasileiro

XL Bully

My dog and I would like to go and explore the city together, do you have any tips?

Speak to our team, check out our WonderPass App or Digital Services as well as your in-room TV for the best tips for pet-friendly places in town.

I am allergic to dogs; will I stay in a room where dogs stayed before me?

To ensure the comfort and safety of all our guests, we have designated specific rooms for guests travelling with pets. This allows us to reserve non-pet rooms for those with allergies. If you have an allergy to pets, please notify the hotel in advance, and we will guarantee that you are accommodated in a room that has not been used by pets. Your well-being is our priority, and we are dedicated to providing a comfortable and allergy-free experience throughout your stay.

How many dogs can I have in my room?

You can have up to two dogs in the room.



Where is the nearest pet-relief area?

If you come out the hotel entrance, you will find plenty of areas to take your dog out.

What if my dog has an accident in the room?

It's ok, mistakes happen. Just clean up as much of the mess as you can and inform us when you're next passing reception. Please do not use the bath towels in the room to clear up their mess.

What if my dog damages the room?

There will be a fee for any damages in the room. This will be communicated to you by the hotel.