

## APPENDIX A Pet Waiver and Guidelines for Guests with Pets

We appreciate you for choosing our hotel for your hospitality needs. We understand that your pet is really an extension of your family, and therefore we welcome pets staying with their owners (subject to state, local, and brand laws and regulations). To properly ensure the comfort and safety of all of our Guests and associates, we have guidelines required of all Guests traveling with pets.

- Size: Pets under 12 kilogram are welcome.
- Fee: We require a Php 2,500.00 pet service fee per night to deep clean the room after your room is vacated.
- Leash: All pets must be accompanied by an adult, and be under full control of their escort, and be on a leash at all times when outside the guestroom.

Areas off limits for pets: At no time is a pet allowed in our breakfast area. Pets are not permitted in the public areas of the hotel (fitness center, spa, food and beverage outlets, banquet facilities) except the garden area and for transit from the guestroom to the nearest exit. If the lobby is the nearest exit, no standing is permitted (not all of our Guests love your pets like we do).

(Initials here \_\_\_\_\_)

In-room Policy: Pets must be accompanied in the guestroom by a registered Guest at all times. If you choose to leave your pet unattended in your room, we require you secure your pet in an appropriately designed kennel. If you will be leaving your pet in a kennel, you must be accessible via cell phone (\_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_) or email (\_\_\_\_\_).

I understand that if the hotel staff is unable to contact me to address a disruptive issue, that the hotel reserves the right to remove the kennel (with pet) from the room. In this case, the hotel staff will keep your pet in the kennel, and provide a protected environment until you are able to retrieve your pet. (Initial here \_\_\_\_\_)

Pet Health Policy: Pets must be in good health and free of parasites, such as fleas, ticks, heartworms, etc. If additional cleaning/remediation is required due to infestation, the Guest will be responsible for all related professional fees.

Housekeeping Policy: Pets must be removed from guestroom during any housekeeping services, or Guest must place "Do Not Disturb" sign on door to indicate that service will not be necessary. Please call the front desk to arrange a convenient time for housekeeping service.

Unexpected Accidents: The Guest agrees to immediately inform hotel staff of any pet "accidents" so extra cleaning efforts may be provided.

F E E L   T H E   D I F F E R E N C E

**Disturbance Policy:** If we receive a complaint about noise or other direct disturbance from your pet, you will be warned to see the issue stops immediately. If a second complaint is filed, your pet must be removed from the hotel, or you will have to vacate the hotel with no refund or fees. Guests with pets are responsible for any room revenue lost due to refunds issued for disruptive or aggressive behavior or damage markedly impacting another Guests experience resulting in lost revenue.

(Initials here \_\_\_\_\_)

**Liability:** Guests with pets understand and agree that if the hotel is unable to rent a room due to damage from a Guest's pet, the Guest is responsible for any lost room revenue incurred by the hotel while the damage is being repaired. Guests with pets accept full responsibility for all property damages and/or personal injuries resulting from their pet, and agree to indemnify and hold harmless the hotel, its owners, and its operators from all liability and damage suffered as a result of the Guest's pet.

(Initials here \_\_\_\_\_)

**General Guidelines and Information:** Guests are responsible for picking up after their pets in and around hotel.

By signing below, I agree to the aforementioned policies and conditions.

Type of Pet: \_\_\_\_\_

Pet Name(s): \_\_\_\_\_

Guest Name (printed) \_\_\_\_\_

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_

Emergency contact number for the responsible Guest: \_\_\_\_\_

Emergency contact email for the responsible Guest: \_\_\_\_\_

**TO BE FILLED OUT BY HOTEL STAFF**

Guest Service Representative checking in Guest \_\_\_\_\_

Front Office Representative signature acknowledging they confirmed with Guest that all guidelines and rules are well understood \_\_\_\_\_