

Terms & conditions for guests with pets at Sholeo Lodges

At Sholeo Lodges we love welcoming pets, and hope you enjoy an unforgettable stay with them. To ensure a pleasant and comfortable stay for all our guests, please follow these rules and take into account the following recommendations:

1. Admission of pets:

- A maximum of one pet per room or flat is allowed, weighing no more than 15 kg.

2. Additional equipment for cats:

- Cats must be kept exclusively in the room or flat and be transported in a carrier or on a leash.

3. Health and insurance requirements

- Pets must have an up-to-date veterinary/vaccination certificate in accordance with current Spanish regulations.
- It's compulsory for pets to have a valid civil liability insurance policy.
- A copy of this documentation will be required prior to arrival and check-in. If the documentation is not attached to the form on the website, it must be sent to the email address to which the reservation corresponds.
 - Sholeo Lodges Los Gigantes:
info.losgigantes@sholeolodges.com
 - Sholeo Lodges Maspalomas
info.maspalomas@sholeolodges.com
 - Sholeo Lodges Las Palmas Flats:
info.palmas@sholeolodges.com
 - Sholeo Lodges La Cícer Flats:
info.lacicer@sholeolodges.com
 - Sholeo Lodges Santa Catalina Flats:
info.santacatalina@sholeolodges.com
 - Sholeo Lodges Las Canteras Flats:
info.lascanteras@sholeolodges.com

The establishment reserves the right to refuse access to the pet in the event of non-compliance with any of the requirements set out in this section. Failure to present the required documentation will result in booking cancellation and with no right to a refund.

4. Special services

- In Sholeo Lodges hotels, a bed, food bowl, water bowl and dog toy will be provided.
- In the Sholeo Lodges Flats flats, a bed, food and water bowl will be provided.

5. Behaviour and responsibility:



- Pets must be kept on a leash at all times in the public areas of the hotel or building, and will not be allowed access to certain designated areas: pool area and inside restaurants.
- The owner is responsible for picking up and cleaning up any waste generated by their pet on the premises

6. Care and rules of coexistence:

- The pet may not be left alone in the hotel room or flat at any time.
- Cleaning service:
 - In Sholeo Lodges hotels, pets must not be left alone in the room during cleaning.
 - In Sholeo Lodges Flats, if additional cleaning of the flat is contracted, pets must not be left alone.
- In the recreation areas, pets must be accompanied by their owners and must always be kept on a leash.

7. Recommendations for guests:

- We recommended to bring your own cat litter.
- Owners are responsible for cleaning the litter box.
- In case of possible intolerances or preferences, we recommend bringing the pet's own food.

8. Tips for a pleasant stay:

- We suggested you bring a blanket or towel with a familiar scent to help reassure the pet in the room or flat.
- We recommended you always carry the pet's documentation during the trip, as well as a tag with contact information, collar and leash.

9. Responsibility and rules of behaviour:

- It's essential to walk the pet before entering the hotel or building to avoid fouling in the common areas.
- The owner is responsible for any noise or damage that the pet may cause to other guests.
- Guests must follow the instructions provided regarding the behaviour of the pet.

10. Financial responsibility:

- By agreeing to the rules, the client authorises the charging for any damage caused by their pet.
- The pet owner agrees to indemnify the hotel or building for any damage or injury caused to third parties by their pet.

These rules have been designed to guarantee a pleasant stay for both guests and their pets, promoting respect and comfort for all.

