

## 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](mailto:info.losgigantes@sholeolodges.com)
  - Sholeo Lodges Maspalomas  
[info.maspalomas@sholeolodges.com](mailto:info.maspalomas@sholeolodges.com)
  - Sholeo Lodges Las Palmas Flats:  
[info.palmas@sholeolodges.com](mailto:info.palmas@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

- At Sholeo Lodges hotels, a bed, a food bowl, a water bowl, and a biscuit or a gift will be provided.
- At Sholeo Lodges Las Palmas Flats, a bed, a food bowl, and a 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 Las Palmas 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.

