



## THE PETS AT THE CHEDI

At The Chedi Lustica Bay we understand that your furry companions are an important part of your family, and we are thrilled to extend a warm welcome to them at our hotel. To ensure a pleasant and enjoyable stay for all our guests, we would like to provide you with additional information regarding your upcoming visit and our pet policy:

### Pet Types, Number, Size and Weight Restrictions:

At The Chedi, we hold a deep affection for all kinds of animals, yet we can only accommodate domestic pets such as cats and dogs.

While our rooms are spacious, no more than one domestic pet is allowed per room. Acceptance of two pets in one accommodation unit may be considered on a case-by-case basis, subject to management approval.

To ensure the utmost comfort and safety of all our cherished guests, for some sizes and breeds of dogs and cats, acceptance may be considered on a case-by-case basis, subject to management approval.



### Pet Fees:

A non-refundable fee of 35 EUR plus taxes per pet, per day will be applied; for two-bedroom suites, this fee will be doubled to cover additional cleaning and maintenance.

### Pet Accommodations:

Pets are warmly welcomed in all of our accommodation units. Upon arrival, we provide a delightful pet welcome amenity, which includes a comfortable crib, two bowls for food and water, convenient disposal bags, and tasty welcome treats.

### Hotel Pet Zones:

We kindly ask you to avoid bringing your pet to The Restaurant, The SPA, outdoor pool, and The Spot indoor area.

But, hey! Don't worry, there's still plenty of places you can enjoy together. You can enjoy the cozy ambiance of The Lobby Bar indoors and on the terrace, relish the delightful cuisine at The Spot restaurant terrace, or indulge in the vibrant atmosphere of The Rok Beach Bar & Lounge.

At The Chedi Beach there is a dedicated pet area where you will have plenty of space to relax and unwind.



## **Pet Etiquette:**

We kindly ask that pets be well-behaved, properly trained, and under the control of their owners at all times.

For the comfort and safety of all guests, we request that pets be kept on a leash or in a carrier when in public areas of the hotel.

Pets should not be left unattended in the room unless they are in a crate or carrier.

Please be considerate of other guests and minimize any noise disturbance caused by your pet.

Pet owners are responsible for cleaning up after their pets both inside and outside the hotel premises. Waste bags and disposal stations are conveniently provided.

Pet food should not be stored or presented outdoors, as this may attract wildlife and insects.

Pets are not permitted to be tied up or chained in the patio area of any unit.

Pets must be up to date on vaccinations and in good health. For the safety and well-being of all guests, we require proof of current vaccinations and proper licensing for dogs. It is recommended to carry copies of your pet's vaccination records during your stay.

## **Housekeeping and Room Service:**

We are pleased to offer room service to guests with pets. To ensure a smooth delivery process, we kindly request that your pet be secured in a crate or carrier while the service is being provided.

Please note that if the pet is left unattended inside the room, housekeeping services will not be carried out.

## **Damage and Liability:**

Pet owners are kindly reminded that they bear full responsibility for any damage caused by their pets to the hotel room or property.

Guests are required to assume all financial responsibility for any damage caused by their pets, including, but not limited to, scratches, carpet cleaning, stained linens, hair removal, odor removal, or any other form of damage inflicted by the pet. If our housekeeping team notices that aspects of our pet policy haven't been fully observed, we may need to apply a 250 EUR cleaning fee upon check-out, to ensure the room is perfectly refreshed for our future guests.

The hotel cannot be held liable for any injuries or damages caused by pets to other guests, staff members, or their property. Guests agree to release The Chedi Hotel owners, employees, and other guests from any liability related to the actions of their pets.

In the event that the pet's behavior disrupts the stay of other guests, the guest will be held financially accountable for compensating or relocating those affected.

**The Chedi Hotel staff holds the right to conclude a guest's stay, without offering a refund, if their pet(s) cause disturbances. Guests will be required to acknowledge these policies in writing, settle the nightly per pet fee, and accept responsibility for any damages by providing a credit card payment.**

By following these guidelines, we strive to cultivate a delightful and cozy atmosphere for all guests, including those accompanied by their beloved pets. We sincerely appreciate your cooperation in fostering a positive experience for everyone at our hotel. We look forward to hosting you and your furry friend!

