



Regulations & information about Accommodation

Traveling or vacationing with your 4-legged friend is an exemplary gesture, which must be done with awareness.

We report below those that we consider the "secrets" for a serene and responsible holiday with your animals, able to ensure a comfortable stay for you, them, and all the other guests of our facilities.

Therefore, please pay attention to the information provided and, where necessary, follow the following guidelines:

1. Remember to bring your pet's health record book with you for all eventualities;
2. We are well aware of your pet's needs and know how reassuring a familiar smell can be, especially in a new environment; so do not forget to always carry a personal item of your pet (for example: a toy or a cover);
3. We value the well-being and quiet of all our guests, including those with 4 legs, so please do not leave your pet alone in the pet apartment, in case the same is not used to or suffers your absence (barking). In any case, we invite you not to leave after 2 hours. Before leaving the pet apartment, it is however mandatory to notify us in advance and ensure telephone availability in case of need. If it is a cat, please leave it in a secure place (e.g. inside the crate) and also in this case do not miss it beyond 2 hours. Finally, we remind you that if you wish, our facilities are always able to ensure the service of Pet sitter and/or dog/cat parking.
4. Your dog can accompany you in the common areas, in the specific areas reserved for the purpose, always and obligatorily on a leash. In special conditions (e.g. in the presence of other dogs, or a place that is too crowded), entry and residence may be regulated by an operator of the property.

a. Below are the areas where it is allowed to go with four legs:

Our four-roomed friends can walk with you in the garden on a leash; only on request and if there are no other animals, they can be left free for about ten minutes making sure that they will not go outside relevant to other apartments

b. The following are the prohibited areas:

Our friends can not enter the outdoor areas belonging to other apartments, nor in the laundry and relaxation area.

5. Always clean your animals' manure. Whether in the pet apartment, in the common areas, or outside the accommodation, take care not to leave your dog's feces on the ground.

Upon your arrival, you will be provided with a kit specially designed for the dejecta of your four-legged friend. The cats will be placed in the room in a covered litter box, complete with accessories and sand;

6. If your pet is used to getting on the sofa or bed at home, he will most likely do so on vacation. To this end, to prevent damage to the furniture or the equipment of the linen present, you will find a cover or a cloth to cover the surfaces and avoid soiling them with saliva, hair, or other; otherwise, if you prefer, you can bring your own towels, blankets and/ or sheets. For the needs of your cats, you will find a toy and a scratching post. We would also like to inform you that we value the well-being of your pet and that, for the cleaning of pet apartments we only use sanitizing treatments

7. To allow you to travel lighter, in our pet apartments, we have provided specific accessories (such as bowls or bedding) for use inside the room. For no reason can they be taken out of it. In case of need, you can ask the staff for travel bowls to rent or borrow. This will prevent you from being charged on the credit card provided as a guarantee.

In our pet apartments, you will find quality accessories specially selected for you, such as:

Dog:

Room equipment Welcome kit "Dog & Me"

- biodegradable dog hygiene bags
- 1 tasty snack
- Placemat under bowls
- Soft pillow bed
- 1 absorbent cloth (sleeper)
- 1 small game
- Pair of steel bowls
- Cover or cloth

Cat:

Room equipment Welcome kit "Cat & Me"

- Placemat under bowls
- Comfortable cushion
- Litter box covered
- Pair of steel bowls
- Scratching machine
- Toy in special materials
- 1 tasty snack

8. The owners of animals undertake to communicate the period of warmth of their pet prior to booking. If it coincides with the period of stay, the managers of the structure, based on the number of animals already guests and the sex of the latter, reserve the right to accept or not the reservation. If the owner shows up with the animal in oestrus without having previously communicated it, the management reserves the right to cancel the reservation;

9. In public areas, pet owners shall NEVER leave their pet friends unattended and must always keep them on a leash;

10. Pet owners agree to have their friends leave the pet apartment during the cleaning service (if required), or alternatively they may opt-out. For a better organization, you are invited to make arrangements directly with the managers of the facility.
11. Pet owners accept full responsibility for any claim for compensation, loss, costs, and expenses (including legal costs) for personal injury or damage or acts of dirt that may result from their animals during their stay; also agree to bear the reimbursement of such expenses at the request of the owner of the property;
12. Pet owners undertake to indemnify, release, and defend the facility, owners, agents, and employees from any and all liability, claims for compensation, loss, costs, and expenses (including legal) arising from or relating to any request for personal injury or damage to property by the animals themselves;
13. The owner of the structure, at his sole discretion, to the occurrence of serious cases of disturbance, or damage to property or persons, respecting the reception and rest, reserves the right to dismiss those who do not care to respect the normal civil rules of cohabitation and what is established here.

Our four-roomed friends are welcome, those who bring an animal on vacation mean that care with great love and this guarantees us the safety of accommodating in our apartments people who will manage their puppy in respect of all.

Thank you so heartily in advance for the attention that we are certain you will put!