

Hotel Balcón de Europa - Internal Regulations for Guests Travelling with Pets

In order to guarantee the comfort, hygiene, safety and peaceful coexistence of all our guests, Hotel Balcón de Europa allows pets under the following mandatory conditions:

1. Permitted Pets – Dogs Only

- Maximum: 1 dog per room.
- Permitted weight: between 5 and 10 kg.
- Subject to availability and authorised room category.
- Only selected rooms are adapted for pets.
- Reservations including pets must be requested, approved and confirmed in advance by Hotel Balcón de Europa, subject to availability.

2. Supplement

A mandatory supplement of €100 per night, per pet, will apply.

3. Mandatory Documentation

Guests must provide:

- Official pet passport
- Identification microchip
- Valid rabies vaccination certificate
- Up-to-date deworming certificate

The hotel reserves the right to refuse accommodation in the event of non-compliance.

4. Restrictions and Non-Permitted Areas

For hygiene, health and safety reasons:

- **Pets are NOT permitted in:**
 - **Don Enrique Restaurant**
 - **the swimming pool area**
 - **indoor communal areas of the hotel**
- Pets are **ONLY** allowed on the authorised **outdoor terraces** of:
 - **Bar Mirador**
 - **Náutico Beach Club**
- **Pets must remain on a lead, harness or in a carrier at all times.**
- **PETS MUST NOT BE LEFT ALONE IN THE ROOM UNDER ANY CIRCUMSTANCES.**

Furthermore, it is strictly FORBIDDEN:

- **for pets to sit or lie on chairs, armchairs, sofas, sun loungers, hammocks or any hotel furniture;**
- **for pets to access the beach, bathing areas or Beach Club sun loungers, in accordance with current regulations applicable on the Costa del Sol.**

5. Breakfast and Half Board Services

Guests with breakfast or half board included in their reservation must request the following in advance at Reception:

- Continental Breakfast
- Dinner Service

The following services are NOT included:

- Room Service
- In-room dining
- Additional services from:
 - Cafetería Mirador
 - Don Enrique Restaurant
 - Náutico Beach Club

6. Cleaning and Behaviour

- Daily room cleaning is mandatory throughout the stay.
- Pets must be kept clean and behave appropriately at all times.
- Any disturbance, noise or damage caused may result in immediate removal from the hotel without refund.
- Any damage caused by the pet must be paid for in full immediately.

7. Assistance Dogs

Certified assistance dogs are permitted in accordance with current legislation. The relevant certification must be provided prior to arrival.

8. Declaration of Responsibility

Guests travelling with pets must sign the following declaration:

Declaration of Responsibility (CAPITAL LETTERS)

I, Mr/Mrs/Ms (NAME & FAMILY NAME) _____,

Room No. _____

Arrival Date _____ **Departure Date** _____

hereby declare that I have informed Hotel Balcón de Europa in advance about my pet staying at the hotel and that I fully accept the regulations established for guests travelling with animals.

I undertake to:

- supervise and control my pet at all times;
- keep my pet properly restrained in authorised areas;
- respect all restricted areas within the hotel;
- prevent my pet from accessing furniture, sun loungers, the beach or any unauthorised areas;
- avoid causing disturbance to other guests;
- assume responsibility for any damage caused;
- ensure that my pet is clean and properly cared for;
- collect and dispose of any waste generated by my pet in the hotel's communal areas.

I understand that failure to comply with these regulations may result in the immediate cancellation of permission for my pet and/or accommodation stay.

(CAPITAL LETTERS)

Signature: _____

Date: _____

Mobile Telephone: _____

Email: _____