



Pet / Pooch Policy

1. Purpose

The purpose of this policy is to provide clear guidelines for accommodating guests travelling with pets while ensuring **guest comfort, hygiene, safety, and a seamless luxury hospitality experience** for all guests staying at the property.

GUEST PET POLICY

We are delighted to welcome you and your **four-legged companion** to our property. Our team strives to ensure your pet enjoys a safe, comfortable, and memorable stay.

To maintain harmony for all guests, we kindly request you to follow the guidelines below.

1. Pet Size & Weight Policy

Category	Weight Limit	Charges
Small Pets	Up to 10 kg	₹1,500 per night
Medium Pets	10 kg – 20 kg	₹2,000 per night
Large Pets	20 kg – 35 kg	₹2,500 per night

Maximum: 2 pets per room permitted.

(Pets above 35 kg allowed only with prior management approval.)



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2. One Time Deep Cleaning Fee

To maintain the highest hygiene standards, a **mandatory deep cleaning fee** is applicable.

Deep Cleaning & Sanitization Fee:

₹2,500 per stay

This includes:

- Professional sanitization
- Pest control treatment
- Upholstery cleaning
- Linen replacement & room fumigation

3. Refundable Security Deposit

A **refundable security deposit** is required at check-in.

Security Deposit: ₹5,000 per stay

This amount will be refunded at checkout subject to **no damages or additional cleaning requirements**.

4. Leash Requirement

Pets must always remain **on a leash when outside the room** to ensure the comfort and safety of other guests.



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5. Restaurant & Dining Policy

Pets are **not permitted inside indoor dining areas or restaurants** in consideration of hygiene regulations and other guests' comfort.

However, pets are welcome in **designated outdoor areas**.

6. Designated Pet Zones

To ensure a pleasant experience for all guests, the following areas are designated for pets:

Guest Activity	Pet Area
Guest dining at restaurant	Fountain Garden
Guest using swimming pool	Palm Garden
Walking area	Garden pathways & lawns

These areas are suitable for pets to **relax, walk, and relieve themselves**.

7. Housekeeping & Room Cleaning

Daily housekeeping service will be provided upon guest request.

Guests are requested to ensure:

- Pets are supervised during room cleaning
- Pets are not left unattended for long periods

Additional cleaning due to excessive pet hair or stains may incur **extra charges starting from ₹1,000**.



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8. Care of Hotel Property

Guests are responsible for ensuring that pets do not damage hotel property including:

- Furniture
- Upholstery
- Bedding
- Carpets
- Garden landscape

Any damages caused to:

- Hotel property
- Other guests
- Staff members
- Other pets

will be **charged as per repair or replacement cost.**

9. Vaccination Requirement

For the safety of all guests and animals, pets must have:

- Valid **Anti-Rabies Vaccination Certificate**
- Recent **health certificate from a registered veterinarian**

These documents must be presented during **check-in.**



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10. Pet Supervision

Pets **must not be left unattended in guest rooms for extended periods.**

If the pet becomes disruptive (continuous barking, aggression, etc.), the hotel reserves the right to request corrective action.

11. Pet Sitting & Walking Service (Optional)

Pet care services can be arranged on request.

Service	Price
Pet Sitting (per hour)	₹800
Pet Walking (30 minutes)	₹500
Pet Grooming (external partner)	As per service

Advance booking is recommended.

Note – For more details kindly find contact Our Front desk team.

12. Pooch Menu (Pet Dining Experience)

A specially curated **Pooch Menu** is available for pets.



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SECTION B – INTERNAL HOTEL SOP

1. Front Office Responsibilities

- Identify guests travelling with pets during reservation.
- Inform guests about **Pet Policy & Charges**.
- Collect **security deposit and cleaning charges**.
- Allocate **pet-friendly rooms only**.
- Update pet details in the **guest profile**.

2. Housekeeping Responsibilities

Before Guest Arrival:

Prepare the room with:

- Pet bedding / mat
- Food & water bowls
- Waste disposal bags
- Floor protection mats

After Checkout:

The room must undergo:

- Deep cleaning
- Sanitization
- Fumigation
- Pest control treatment

The room will remain **blocked for 48 hours before reassignment**.



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3. Food & Beverage Responsibilities

- Provide **Pooch Menu** to guests travelling with pets.
- Serve pet food in **designated bowls**.
- Ensure pets are **not taken inside restaurant areas**.

4. Safety & Compliance

All departments must ensure:

- Pet remains **on leash in public areas**
- Guests follow designated pet zones
- Pet vaccination certificates are verified

Policy Disclaimer

The hotel reserves the right to **decline pet accommodation** if the pet:

- Displays aggressive behavior
- Poses safety concerns
- Does not comply with property guidelines