

MATERRA

HOTEL MATERRA PET POLICY

Hotel Materra is a dog-friendly hotel and we accept dogs up to 10kg/22 lbs in body weight. We charge a fee of €15 per pet per night. Additional cleaning upon check-out from the hotel is included in the price. Guide dogs and assistance dogs are always welcome without charge.

RESERVATION AND ACCOMMODATION OF A PET

We can accommodate a maximum of two dogs per individual accommodation, and the fee is charged separately for each dog. When making a reservation, it is necessary to announce the stay of the pet in advance, at the latest a week before the guest's arrival at the hotel. At the hotel, you can request a bed for your dog, food and water bowls, as well as mats for the bowls and toys. Please be sure to use a mat for the bowls to avoid damage to the floor from food and water.

BEHAVIOR RULES IN THE HOTEL AND SURROUNDING AREA

The dog must be at least six months old and chipped, and it is necessary to present a passport with immunization confirmations and parasite treatment at check-in. For the comfort and safety of other hotel guests and staff, dogs are allowed to move in the room, lobby, coffee bar, and hotel reception. Dogs are not allowed in the wellness areas, restaurants, and gym. This rule does not apply to assistance/guide dogs, which are allowed in all parts of the hotel. The dog must be on a leash outside the room. The guest is responsible for their dog and is required to sign a Consent Statement in case of property damage or physical injury caused by the dog. Any damage will be additionally charged, as well as any additional cleaning procedures that are not included in regular maintenance, according to a pre-determined price list. Dogs are not allowed to stay on the bed, armchairs, and upholstered furniture where traces of use can remain. Dogs are prohibited from relieving themselves in the indoor and outdoor areas of the hotel. The dog owner is obliged to pick up their dog's excrement in the hotel courtyard and surrounding area in a bag and throw it in the trash can. Since the focus of our hotel is on wellbeing, relaxation, and rest, we kindly ask you to consider before booking accommodation whether your dog is potentially too noisy for the hotel. Indeed, in that or any case of disturbing other guests and endangering their safety, as well as the safety of hotel staff, we reserve the right to terminate further stay in the hotel, regardless of the paid stay.

ROOM MAINTENANCE

It is not recommended to leave the dog alone in the room. Please inform the reception in case this happens. If the dog does remain alone in the room, the staff will not be able to enter the room without the owner's supervision, except in emergency situations where the safety of the dog, staff, and other guests is at risk. In that case, if the hotel staff is unable to clean the room at the usual time, please inform the reception of the time when it would be possible to clean the room. The hotel is exempt from guest complaints about irregular room cleaning if a dog was present in the room unsupervised during the time scheduled for the maid's visit.