

Dog Friendly Agreement

Hotel Portofino, Toscana Valley Khaoyai

Dog friendly agreement at Toscana Valley Khaoyai, we value the safety and convenience of all our guests. During your stay, you and your dog are allowed to experience exclusive moments. While in the hotel please be informed of the following:

1. Only dogs are allowed as pets in the Hotel. No other animals may be kept in the property.
2. A maximum of two dogs are permitted per room (First dog is complimentary but second dog will be charged 800 THB).
Dogs shall have a maximum weight of 15 kilograms (33 pounds).

3. Dogs are allowed only in the rooms in which they are registered.

4. Dog owners should provide the following:

Vaccination record, dog's leash, dog's stroller/carrier, disposable bags, pee pad, diapers

5. Basic requirements for dogs.

- Must not be aggressive species (Rottweiler, Bangkaew, Thai Ridgeback, Doberman, German Shepherd, American Pit Bull Terrier, Bull Terrier are not allowed to stay)
- Must be clean
- Must not have fleas
- Must have proof of current vaccinations
- Must use designated areas and owners must clean pet waste immediately and dispose of on designated receptacles.

Violators are subject to fine 2,000 THB.

Please note that dogs are not allowed to stay, if there are no basic requirements as above.

6. Keep your dog in stroller or carrier at all time when you are in hotel lobby and must be leashed and accompanied by their owners in outdoor public places at all times.

7. Refrain from bringing your dog in common and recreational areas within the property such as the restaurants (but allowed in the alfresco area where available), function rooms, swimming pool, gym.

8. Dogs are allowed to stay at the garden or lawn, if available, provided that their waste will be cleaned and will be disposed of by their owners in secured disposable bags. At all times, the guest shall maintain and keep the property in a good and sanitary condition.

9. All dog's vaccinations especially anti-rabies must be current and valid. The dog's vaccination certificate must be presented to the Front Desk upon check -in.

10. Dogs should not have been sick before arrival.

11. The guest agrees not to leave any dogs unattended. Dogs left unattended shall be considered abandoned and shall be reported to the proper authorities. The registered guest shall indemnify Hotel Management for any costs, losses, or damages which may result from such action being taken.

12. All equipment required for the upkeep, and feeding of pets are to be provided by the guest. Under no circumstances shall the following equipment within the property be used for dogs such as towels, linen, bath robe, glass, plate, bowl, spoon, and fork. Any use of the following items for their dogs is to incur corresponding charges. Stained items will be charged twice the regular laundry rate while permanently stained linens will be charged with a corresponding replacement fee.

13. Dog owners will be required to promptly address any complaints made by fellow guests regarding noise or any other such disturbance that may be caused by the dogs. In the event that any dogs become overly disruptive or in any way aggressive towards other guests or employees, the pet must be removed from the property. In the event that any dogs are considered dangerous by the Hotel Management, it shall immediately be removed from the property by the guest.

14. During any housekeeping service the guest is requested to remove their dog from the room. The guest may call the Housekeeping Department to arrange a convenient time to service the room.

15. The guest shall give a credit card guarantee or security deposit, equivalent to Three Thousand Thai Baht (THB 3,000.00) per room upon check-in. The credit card guarantee or security deposit will cover any damages incurred which may include but are not limited to, stained bedding, stained carpet, stained linen, scratches on the furniture, scratches on the floor, infestation, extra cleaning that may be required, and/or lost revenue charges while the unit is out of service due to cleaning and repairs. The room/s will be inspected upon check out. After confirmation and clearance that no damage was found in the room and no extra cleaning efforts were required, the security deposit shall be returned.

16. Any damage caused by dogs shall be charged to the registered guest and must be paid immediately upon the presentation of an invoice.

17. The Hotel Management and its employees shall not be liable for any loss, injuries, or illness of any dogs for any reason whatsoever.

18. The guest shall strictly comply with the Dog Policy Agreement and other rules and regulations which may be issued by Hotel Management. Hotel Management reserves the right to require room changes, removal of dogs from the property, refuse or discontinue service without refund if, in the hotel's sole discretion, the dog is considered dangerous, unhealthy, or likely to frighten, harm, disrupt hotel guests, has damaged hotel property, or for failure to abide by these policies.

19. The guest accepts full responsibility for any and all liability, claims, losses, costs, and expenses including reasonable attorney fees, for personal injury or property damage that may be caused by or attributed to their dogs. The guest agrees to make any reimbursement for such damages on demand.

20. The guest agrees to indemnify, hold harmless and defend the Hotel Management, its owners, and employees from any and all liability, claims, losses, costs and expenses including reasonable attorney fees arising out of or relating to any claim for personal injury or property damage caused by or attributed to their dogs.

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The guest and dog owner

Room number

Check in date

Check out date