

# PET POLICY

## Welcome to Pawcations at SeleQtions !

We understand that pets are cherished members of your family, and we are thrilled to offer accommodations for your fur babies. Please review the following basic guidelines of our pet policy:

### **Pet-Friendly Environment:**

At Pawcations within IHCL SeleQtion hotels, we extend a warm welcome to cats, dogs and birds (only in exceptional cases and where they have been duly licensed. No endangered species of birds who are not allowed to be kept as pets shall be allowed to stay at our Hotel chain) (hereinafter collectively referred to as '**Pets**').

### **1. Pet Details Confirmation:**

- **Guests are kindly requested to confirm the number and breed of their pets when making a reservation/ booking. Failing to do so may lead to long waiting periods for guests with pets during check-in**
- After making the reservation/booking, guests are requested to forward the Anti Rabies Vaccination and 9 in 1 Vaccination details of their pets. Guests are also welcome to provide any further vaccination, other medical and health details.
- In states such as Maharashtra, where licensing of certain pets is mandatory, guests will be required to provide copies of their pets' licenses as well.

### **2. Restrictions**

#### **Weight restrictions**

- a) To ensure the comfort and safety of all guests, we accommodate all pets weighing up to 30 kgs. Exceptions to this weight limit may be considered on a case-by-case basis. Please contact the hotel directly for inquiries.

#### **Breed restrictions**

- b) We do not take online bookings for the following dog breeds: Pitbull, German Shepherd, Doberman, Rottweiler, and Boxer. Any request for granting exceptions by the hotel for the above-mentioned excluded breeds, must be made directly to the hotel to enable them to understand the pets' temperament first hand from the owner. The hotels' decision will be final.

### **3. Maximum Pets per Room:**

To ensure a comfortable stay for both you and your pet, a maximum of two pets are allowed per room.

**4. Refundable Deposit and Supplementary for Pets:**

A refundable deposit fee of Rs.3,500/- per pet per stay will be charged to cover additional expenses incurred towards your pet during your visit.

This fee is applied per pet and does not encompass any potential damages caused by the pet.

This deposit serves to ensure the upkeep of our premises. In the event of damage or excessive cleaning, this deposit may become non-refundable.

**The refundable deposit is in addition to the Rs 2000/- per/pet per/night supplementary charges for the pet and the refundable deposit is mandatory**

**5. Designated Pet Areas:**

Pets are permitted only in designated pet-friendly areas of the hotel. Guests are encouraged to inquire about specific locations upon booking and adhere to outlined guidelines.

- Pets should only be walked in the designated pet areas of the hotel grounds.
- We kindly request guests to adhere to designated walking areas to maintain cleanliness and ensure the comfort of all guests.

**6. Pet Access Restrictions:**

- Pets will be allowed in specific restaurants and food service areas only.
- There may be certain areas in each property specific to the property where pets are allowed, but that are not necessarily permissible at any other property even within the same brand.

**7. Pet Etiquette:**

- Owners are solely responsible for the behaviour and well-being of their pets at all times.
- Pets must always be kept on a leash or in a carrier while in public areas of the hotel.
- In the event that your pet barks excessively or is in any manner reactive, owners are kindly requested to utilize a muzzle to mitigate disturbances to other guests and to avoid any unforeseen instances of a reaction towards other guests or other pets.
- For pets prone to soiling, owners are encouraged to utilize pet diapers to maintain cleanliness and hygiene standards throughout the premises.

## **8. Cleaning up after pets and waste disposal**

- We respectfully remind all guests who are accompanied by their pets that they bear the responsibility for cleaning up after their pets both within the confines of the hotel grounds and in the adjacent neighborhood areas. It is imperative that all waste, including but not limited to feces and litter, be promptly and properly disposed of to maintain cleanliness and uphold community standards.
- Upon request and availability permitting the hotel can provide you with pooper bags and deodorizer to facilitate collecting, cleaning and disposal.
- To facilitate this, designated dumpsters or waste receptacles have been strategically placed throughout the premises and the surrounding vicinity for the exclusive purpose of pet waste disposal. We kindly request that guests utilize these designated areas for the disposal of pet waste, ensuring that it does not pose a nuisance or hazard to other guests, residents, or the environment.
- Your cooperation in adhering to these guidelines is deeply valued and integral to fostering a harmonious and respectful environment for all. By collectively upholding these standards of cleanliness and consideration, we contribute to the overall well-being and enjoyment of our shared spaces.
- In case you require cleaning supplies, the same are available with the hotel concierge at a nominal cost.

## **9. Unattended pets**

- We kindly request that guests refrain from leaving their pets unattended in guest rooms unless they are securely confined within a carrier.
- In the event that you are leaving your pet unattended for more than a period of 2 hours, kindly inform the concierge desk / reception regarding the same.
- In such case, also kindly leave emergency contact particulars with the concierge desk / reception for the hotel to communicate with you in case of any emergency situation that may occur with respect to your pet in your absence.
- Kindly note, at all times you are solely responsible for your pet and its wellbeing and that at no point can our hotel and will our hotel be responsible for your pet, its health and / or its wellbeing.
- Any pet left unattended for a period exceeding 24 hours will be considered to have been abandoned, and our hotel will not hesitate to report the same to the necessary authorities.

- These measures are essential to ensure the safety and well-being of both the pets and our esteemed guests.

## 10. Complimentary Pet Amenities

- A pet bed, blanket, and water bowl, are provided for your pets comfort during your stay.
- We kindly request that you leave these items behind for the next guest.
- Replacement fees will apply if they are not returned.

## 11. Chargeable pet services

Our hotel offers comprehensive pet services to cater to the needs of our discerning guests and their cherished companions.

- **Pet Minders:** We understand that your pet's well-being is paramount. With advance notice, our dedicated concierge team can arrange professional pet minders who will provide attentive care and companionship for your pet while you attend to other engagements.
- **Pet walkers:** Should your pet require regular exercise and outdoor activities, our concierge can coordinate pet walking services to ensure they receive the necessary physical activity and mental stimulation.
- **Pet supplies:** To ensure your pet's comfort and convenience during your stay, our concierge is pleased to assist in arranging essential pet supplies. Whether it's nutritious food, grooming essentials, or toys for entertainment, we strive to accommodate your pet's needs with the utmost care and attention to detail.
- **Advance Notice:** Please contact our concierge in advance to discuss your pet's requirements and preferences. By providing us with ample notice, we can make the necessary arrangements to ensure a seamless and enjoyable experience for both you and your pet.
- **Pet Grooming amenities:** Our exclusive range of pet grooming amenities by Snoot are available at all IHCL SeleQtion hotels

## 12. In – Room Dining for Pets

We take pride in offering an exceptional dining experience for both our guests and their beloved pets. Our room service menu features specially curated dishes crafted to cater to the discerning tastes of your furry companions.

- For dogs, we offer delectable options such as grilled lamb or chicken with rice, meticulously prepared to tantalize their taste buds and provide them with a nutritious meal.
- Cats are treated to equally delightful choices, including grilled liver or salmon with rice, ensuring a satisfying dining experience that meets their discerning palate.

- Additionally, for health-conscious cats and dogs, we proudly present a vegetarian entrée option, thoughtfully prepared to accommodate their dietary preferences and nutritional requirements.
- We understand the importance of providing wholesome and nourishing meals for your pets, and our room service menu reflects our commitment to excellence in every aspect of your stay. Indulge your furry friends with the finest culinary offerings, tailored to their preferences, during your visit to our Hotel.
- Our Chef's will also try their level best to customize your pet's meals to cater to their specific requirements / allergies etc., provided they are given advance intimation and adequate time.
- Our exclusive range of Harleys human grade pet food is available at all IHCL SeleQtions hotels

### **13. Liability for damage caused by Pets**

- Guests are reminded that they bear full responsibility for any property damage incurred, including but not limited to accommodation rooms, as well as any personal injuries resulting from their pet's actions or behaviors.
- It is essential to exercise caution and vigilance to prevent any inadvertent damage or injury caused by your pet while on hotel premises.
- In the unfortunate event of damages occurring, the hotel reserves the right to assess and determine the extent of the damage and associated costs.
- Charges for damages will be applied to the guest's account accordingly, reflecting the actual cost of repairs, replacements, or any additional services required to restore the affected property to its original condition.
- To ensure transparency and fairness, guests will be promptly notified of any charges incurred due to damages, and detailed invoices will be provided upon request.
- We encourage guests to report any damages or incidents promptly to hotel staff to facilitate prompt resolution and minimize any inconvenience caused.

### **14. Compliance with Local Laws and Safety:**

Pet owners are kindly reminded of their obligation to adhere strictly to compliance with local laws and safety regulations throughout their stay. It is imperative that pets are kept under control at all times, in accordance with local laws, rules and notifications, which include leash laws and waste disposal regulations. By ensuring compliance with these laws, pet owners not only safeguard the welfare of their pets but also contribute to fostering a safe and

harmonious environment for all guests and residents. We greatly appreciate your cooperation and understanding in upholding these standards, which play a pivotal role in maintaining the integrity and serenity of our establishment. Should you require any guidance or clarification regarding local pet regulations, our dedicated staff members are always available to assist you.

**15. Policy Changes:**

We kindly inform our guests that our terms and conditions and Pet Policy are subject to periodic review and revision. While we strive to provide clarity and transparency regarding our policies, it is important to note that changes may occur without prior notice. We endeavour to keep our guests informed of any updates to our terms and conditions through our website and other communication channels.

**16. Non-Compliance:**

In the event of non-compliance with any of the aforementioned conditions outlined in our pet stay terms and conditions and Pet Policy, the hotel reserves the right to take necessary actions to maintain the safety, comfort, and well-being of all guests and staff members. This includes, but is not limited to, the revocation of permissions granted for the pets stay. We appreciate your cooperation and understanding in adhering to our policies, which are designed to ensure a pleasant and enjoyable experience for all our guests. Should you have any questions or concerns regarding our Pet Policy, please do not hesitate to contact our guest services team for assistance.

We trust that the detailed guidelines outlined herein offer clarity and assurance regarding our Pet Policy. Should you seek further clarification or require assistance in any matter pertaining to your stay, our dedicated guest services team stands ready to assist you promptly and effectively. Your selection of our Hotel for your and your pet's accommodation needs is deeply appreciated, and we endeavour to ensure that both you and your cherished pets experience a stay characterized by comfort and fond memories. Thank you for entrusting us with your hospitality needs, and we eagerly anticipate the opportunity to serve you during your visit.

# FREQUENTLY ASKED QUESTIONS

## For Pet Owners

- 1. Is Pawcations at SeleQtions a pet-friendly hotel?**

Yes, Pawcations at SeleQtions is a pet-friendly hotel, welcoming various types of pets.
- 2. What types of pets are welcome at Pawcations at SeleQtions?**

We welcome cats, dogs, and birds (only in exceptional cases and where they have been duly licensed. No endangered species of birds who are not allowed to be kept as pets shall be allowed) at Pawcations at SeleQtions. Please contact us if you have specific inquiries about your pet type.
- 3. How do I confirm my pet's details during the booking process?**

During the online booking process, you will be prompted to provide details about the number and breed of your pets. Please ensure accuracy to facilitate a smooth check-in process. For any further information, you may kindly connect with our reception, where the Hotel team will be happy to assist you.
- 4. What vaccinations details do I need to provide for my pet?**

We require guests to provide proof of Anti Rabies and 9 in 1 Vaccination for their pets to ensure the health and safety of all guests and pets on our premises.
- 5. Are there any weight restrictions for pets at the hotel?**

Yes, to maintain the comfort of all guests, pets up to 30 kgs are welcome. You may contact our reception directly for inquiries regarding larger pets.
- 6. Which dog breeds are restricted from online bookings?**

Online bookings are not accepted for certain breeds including Pitbull, German Shepherd, Doberman, Rottweiler, and Boxer due to specific regulations and considerations. Please contact the hotel directly for exceptions.
- 7. How many pets can I bring per room?**

For the comfort of our guests, a maximum of two pets are allowed per room to ensure a pleasant stay for both you and your pets.
- 8. Is there a supplement charge for pets?**

Yes, an additional charge of Rs.2000/- per pet per night is charged
- 9. What is the refundable deposit fee per pet?**

The refundable deposit fee per pet is Rs.3,500 per stay. This fee helps cover any additional expenses related to your pet's stay and is refunded upon check-out, minus any charges for damages or excessive cleaning.

**10. Are there designated areas where pets are allowed in the hotel?**

Yes, pets are only allowed in designated pet-friendly areas of the hotel to maintain cleanliness and comfort for all guests.

**11. Can pets accompany guests to the hotel restaurants?**

Pets are allowed in specific designated restaurants and food service areas. Please inquire about specific locations upon booking or upon arrival.

**12. What is the hotel's policy on cleaning up after pets?**

Guests are responsible for cleaning up after their pets both within the hotel premises and in the adjacent neighbourhood areas. Please use designated waste receptacles for proper disposal.

**13. Can I leave my pet unattended in the room?**

For the safety and well-being of your pet, pets should not be left unattended in the room unless securely confined within a carrier. The hotel concierge will be happy to assist you with pet-sitting services. These are required to be booked in advance.

**14. What should I do if I need to leave my pet unattended for more than 2 hours?**

If you need to leave your pet unattended for more than 2 hours, please notify the concierge for the safety and security of your pet.

**15. What happens if I leave my pet unattended for more than 24 hours?**

Leaving your pet unattended for more than 24 hours will be considered abandonment, and the necessary authorities will be notified.

**16. What complimentary amenities are provided for pets?**

We provide complimentary amenities including a pet bed, blanket, and water bowl for your pet's comfort during their stay with us.

**17. Are there other services available for pets?**

Yes, we offer chargeable services including pet sitters, walkers, and supplies to cater to your pet's needs. Please contact our concierge in advance for arrangements.

**18. What if my pet is unwell during the duration of its stay at your Hotel?**

Please contact our reception and / or concierge desk. They will assist you with details of veterinary hospitals and clinics near the Hotel.

**19. Does your Hotel provide transportation services for guests travelling with pets?**

There are no specific transportation services for guests travelling with guests, all guests may contact the hotel for airport pick-ups and drops

**20. Can I request specific dietary options for my pet?**

Yes, with advance notice, our Chef's will try to customize your pet's meals to cater to their specific dietary requirements or preferences.

**21. Are there any restrictions on where pets can walk within the hotel premises?**

Pets should only be walked in designated pet areas of the hotel grounds to maintain cleanliness and ensure the comfort of all guests.

**22. Is there a leash requirement for pets?**

Yes, pets must always be kept on a leash or in a carrier while in public areas of the hotel for the safety of all guests and pets.

**For other hotel guests in a Pet Friendly Hotel**

**23. How can I ensure I respect the privacy of other guests' pets?**

Respect the privacy of other guests' pets by refraining from approaching or interacting with them without the owner's consent.

**24. Is it appropriate to approach or pet other guests' pets without permission?**

It's best to always ask for permission before approaching or petting other guests' pets to respect their boundaries and comfort levels.

If you want to pet a dog / interact with another guests' pet, ask the owner first and wait for their response. Approach the dog calmly and let them sniff your hand before attempting to pet them gently.

**25. Should I allow my children to approach pets they encounter in the Hotel?**

Children must always be supervised while interacting with other people's pets. Teach them to ask the pet owners' for permission and thereafter to approach pets calmly and gently.

**26. What should I do if I encounter a pet alone in a room or hallway?**

If you encounter a pet alone in a room or hallway, avoid interacting with them and notify hotel staff so they can ensure the pet's safety and well-being.

**27. What should I do if a pet jumps on me in excitement?**

If a pet jumps on you, remain calm and gently discourage the behaviour by turning away or stepping back. Avoid rewarding jumping behaviour with attention.

**28. How should I handle situations where a pet seems distressed or anxious?**

If you notice a pet displaying signs of distress or anxiety, inform hotel staff immediately so they can address the situation and provide assistance if needed.

**29. Are there specific areas where pets prefer privacy or quiet?**

Pets may appreciate privacy and quiet in their designated areas, so it's important to be mindful of their need for space and tranquillity.

**30. Is it acceptable to take photos or videos of other guests' pets without permission?**

It's courteous to ask for permission before taking photos or videos of other guests' pets to respect their privacy and the wishes of their owners.

**31. How can I minimize disruptions to pets during my stay?**

Minimize disruptions to pets by keeping noise levels down, avoiding sudden movements, and being mindful of their presence in shared spaces.

**32. What steps should I take to ensure the safety of pets during my stay?**

Ensure the safety of pets by securely closing doors and gates, refraining from feeding them without permission, and keeping hazardous items out of reach.

**33. Is it appropriate to offer treats or food to other guests' pets?**

It's best to refrain from offering treats or food to other guests' pets unless explicitly permitted by their owners to avoid potential allergies or dietary issues.

**34. What should I do if I accidentally startle or upset a pet?**

If you accidentally startle or upset a pet, apologize to the owner and give the pet space to calm down, offering reassurance if appropriate.

**35. Are there specific guidelines for interacting with service animals?**

Interact with service animals respectfully, refraining from distracting them while they're working and seeking permission before engaging with them.

**36. How can I support a pet's well-being during my stay?**

Support a pet's well-being by respecting their boundaries, avoiding occupying pet zones which are designated for pets' exercise and play, and adhering to hotel rules and guidelines.