



## Pet Policy Agreement

We would like to welcome you to the Condado Vanderbilt. As a courtesy we would like to provide you with some guidelines as to our pet policy to ensure the comfort and enjoyment of all our guests.

- **Acceptable Pets**

At this time, we only allow well-mannered pet dogs on property. The maximum amount of pets allowed in one room is two. Birds, cats and other animals are not allowed.

- **Pet Fee**

There is a \$150.00 pet cleaning charge per room for the duration of your stay. Maximum of two pets allowed in one room (Commodore and Ambassador / 1 or 2 Bedroom Suites are considered one room). Our pet fee covers the cost of additional and necessary cleaning in preparation for our next guest. This includes Ozone Air Purifiers, carpet shampooing, furniture & drape cleaning.

- **Entry to guest room**

Our normal policy for entry by Housekeeping to service a guest room applies unless notified by the pet owner during check-in. We will work with the pet owner to determine what time is best for entry into the room for cleaning. However, for the safety and comfort of your pet, Housekeeping will enter your guest room only if your pet is not present and/or you are in the room (pet must be on a leash or cage) and can monitor your pet.

If a guest refuses Housekeeping service in a guest room, we reserve the right to enter a room to inspect the conditions at least once every three days.

- **Damage to Guest Rooms and Public Areas**

Damages made by pets are the full responsibility of their owners and charges will be placed on your room bill and deducted from the incidentals deposit taken at check in to cover said damages.

- **Pet Friendly Areas**

Pets are allowed in our Lobby (**Vanderbilt Court Lounge is excluded**), Second floor foyers, Guest floor hallways and rooms.

- **Pet Restricted Areas**

Pets are not allowed in any of our outlets, this includes all Food & Beverage operations, Pools, Whirlpool, Beach and Lounge Chair areas, The Spa and our Fitness Center.

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- **Pet Handling**

Furthermore, all pets must be kept on a leash, harness or similar device at all times while in public areas.

- **Pet Removal**

If an animal displays excessive barking or growling in a room, displays vicious behavior or poses a direct threat to the health or safety of other guests or customers in any area of the hotel, you may be required to remove the pet from that location or in extreme circumstances you may be asked to leave the hotel.

- **Exceptions:**

**Service animals are not pets and they are excluded from our pet policy. They will not be charged the \$150.00 cleaning charge or any type of pet deposit as required by law. Service dogs following ADA guidelines are welcome to enter into any area of the hotel that a regular guest is allowed.**

**However, damages made by service dogs are the full responsibility of their owners and charges will be placed on your room bill and deducted from the incidentals deposit taken at check in to cover said damages as is the normal procedure for all guests.**

*I have read and received a copy of the Condado Vanderbilt Hotel Pet Policy. I agree and accept the rules and regulations established herein. I also understand that additional fees will be added to my room bill while my pet is on hotel property. I am responsible for a charge of \_\$\_\_\_\_\_ that will be added to my room bill as a pet cleaning fee. As disclosed in this document, damages made by my pets to the room or public areas of the hotel fall under my responsibility. I accept that additional charges will be added to my room bill to cover those damages. This charge will be deducted from the incidentals deposit taken at check-in. By signing this document, I accept these additional charges:*

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Print Guest Name

\_\_\_\_\_  
Room Number

\_\_\_\_\_  
Date

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