

## PET ACCEPTING PROCEDURE

### HAPPY PAW FRIENDLY CONCEPT - PET FRIENDLY CONCEPT

We know that your best friend deserves special attention, you can bring your best friend with you on your trip to Club Nena.

In order to provide you with a safe and enjoyable stay, and for the comfort and safety of all our guests and pets, our guests with pets are expected to act responsibly and comply with the following rules and guidelines.

- Only small pets under 6 kg - maximum 1 pet per room are allowed. They are accepted for a fee of EUR 30.00 per pet per day. There is no fee for guide dogs (medical support/guide dogs that accompany our visually and hearing impaired guests/emotional support).
- The pet must be fully trained by the guest and properly restrained.
- The pet must be kept on a leash at the hotel or on the hotel property unless in the guest room.
- Pets must not be left unattended. If guests need a pet sitter or pet supplies, they should contact the front desk with prior notice.
- Pets are not allowed in any of the hotel's food and beverage venues, health clubs and pool areas. This exception does not apply to guide dogs.
- Guests are responsible for cleaning up after their pets on the hotel property and in the surrounding area.
- Barking should be minimized to prevent any disturbance to other guests.
- Guests should contact the housekeeping department to arrange a convenient time for room service.
- Documents showing regular veterinary records of your pet, such as health certificate, vaccination certificate, etc., are expected to be with the pet owner guest during the stay and presented to the hotel management upon Club Nena's request. In the event that the relevant documents are missing, pets cannot be accepted to the hotel. The pet must comply with local legislation requirements.
- The "Pet Acceptance" form is sent to the guest who informs that they will be traveling with their pet during the reservation phase. The breed, weight and height of the pet must be stated on this form. The pet brought to the hotel must show its veterinary examination and vaccination cards during C/I. This issue is communicated to the guest during the reservation phase.
- There is no charge for guide dogs (guide dogs that provide medical support/accompany our visually and hearing impaired guests/provide emotional support).
- If it is determined that the room where the accommodation is located needs extra cleaning or maintenance during departure from the hotel, a one-time additional fee of EUR 75.00 will be requested from the pet owner.
- In case of any vomiting or soiling in the room caused by a pet during the holiday, a €10 fee will be applied for the cleaning staff requested from the reception.
- Our guests with pets are expected to be particularly sensitive about the necessary cleaning needs after pet walks in the general areas and surroundings of the hotel.
- Our guests with pets are directly responsible for any attacks, injuries or damages caused by their pets, or physical damages caused to the hotel business by their pets. Guests agree to indemnify and hold harmless the hotel, its owners and the operator from any liability and damages caused by their pets. The hotel reserves the right to collect the cost of such damages from the guest's account.

- Our pet-owning guests agree to exempt Club Nena, the property owner and hotel affiliates from any personal damage, loss, damage and liability that may arise from or arise from their pets.
- If our pet-owning guests do not comply with the rules stated above or if their pets are found to be behaving in a way that disturbs other guests, Club Nena may request that their pet-owning guests leave the hotel in order to prevent any disturbance to other guests.
- Accommodation Blocks are blocks of 100 and 1000.

Areas where pets are accepted; Beach (with leash, area close to water sports), Green Snack Bar (with leash), General garden areas, Playgrounds, Open bar areas.

Areas where pets are not accepted; Main Restaurant, A la Carte Restaurants Pools, Amphitheater, SPA and Health Club area (Guide dogs are not included in the restriction)

- Pets should not be allowed in the pool and hotel towels should not be used for drying.
- Pets cannot be brought into other rooms, they can only enter the registered room.
- For guests who want to come to the hotel with their pets at the same time, the total limit in the hotel is 10 pets. Pets are not accepted if the limit is exceeded.
- A certain amount of provision is taken from the guest's credit card or cash (100 Euros) for the pet and blocked against possible extra damages or expenses.