



## PET POLICY AGREEMENT

We're delighted to welcome you and your pet to ORIDA Hotels Maidstone. To ensure a safe and enjoyable stay for all guests, please take a moment to review the following pet guidelines:

1. **Pets must not be left unattended** in guestrooms due to potential disturbances such as barking. If unavoidable, please inform Reception by dialling 1#. Any noise must be managed promptly to maintain a peaceful environment.
2. **Pets are not allowed** in the Health Club or Restaurant areas. This does not apply to assistance dogs. Please note that if you wish to dine with your dog, they are welcome in our Lobby and Court Bar.
3. Outside of your room, pets must be **always kept on a short leash or in a carrier**.
4. Guests are responsible for **cleaning up after their pets** both inside the hotel and around its immediate grounds and dog waste bins are located outside the main entrance. Cleaning charges may be applied should the room be returned in soiled state.
5. To arrange **daily room cleaning**, please contact Housekeeping. It's best scheduled while you and your pet are out of the room.
6. A **£30 cleaning fee** will be collected at check-in to ensure the room is thoroughly cleaned and allergy-safe for future guests.
7. Guests are liable for any **damage or injury** caused by their pet and must agree to hold the hotel and its operators harmless from any related claims.
8. The hotel may **charge for any repairs** resulting from pet-related damage. A pre-authorization may be taken if needed.
9. A maximum of **two pets per room** is permitted. Each pet must weigh no more than 25kg.
10. All pets must be **vaccinated and free from communicable illnesses**.
11. If a pet is found to be **disruptive to other guests**, the owner must arrange alternative accommodations for the pet immediately. The hotel reserves the right to ask you to leave at any point during your stay should your pet cause disruption.
12. For any questions or clarifications, please contact our **Reception** by dialling 1#.



Guest's Name: \_\_\_\_\_

Guest's Signature: \_\_\_\_\_

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

Check-in Date: \_\_\_\_\_

Check-out date: \_\_\_\_\_

Kind of Pet: \_\_\_\_\_

Witnessed by: \_\_\_\_\_

Witness Signature: \_\_\_\_\_