

PET- FRIENDLY



DOG FRIENDLY. CAT FRIENDLY. PEOPLE FRIENDLY.



VILLAGE HEIGHTS
RESORT



Dear Guest,

Thank you for choosing us or your vacation with your beloved pet.

In line with our resort's animal welfare philosophy, we are delighted to announce the launch of our cooperation with **PURINA PetCare Company!**

The PURINA welcome gift box awaits you in your room, including a waste bag dispenser and food samples. Should you need any food supply during your stay, please contact our Concierge.



When leaving your dog in the room, please use the dedicated "Pet in Room" card and hang it outside your room door.

In the unlikely event that you may need veterinary assistance, please contact the Front Office and they will arrange to get in touch with him.

Join our **#WeAreBetterWithPets** initiative!

Wish you and your furry friend a pleasant and relaxing stay!

Kindest regards,

The Concierge Team

Our Dog Friendly Kit

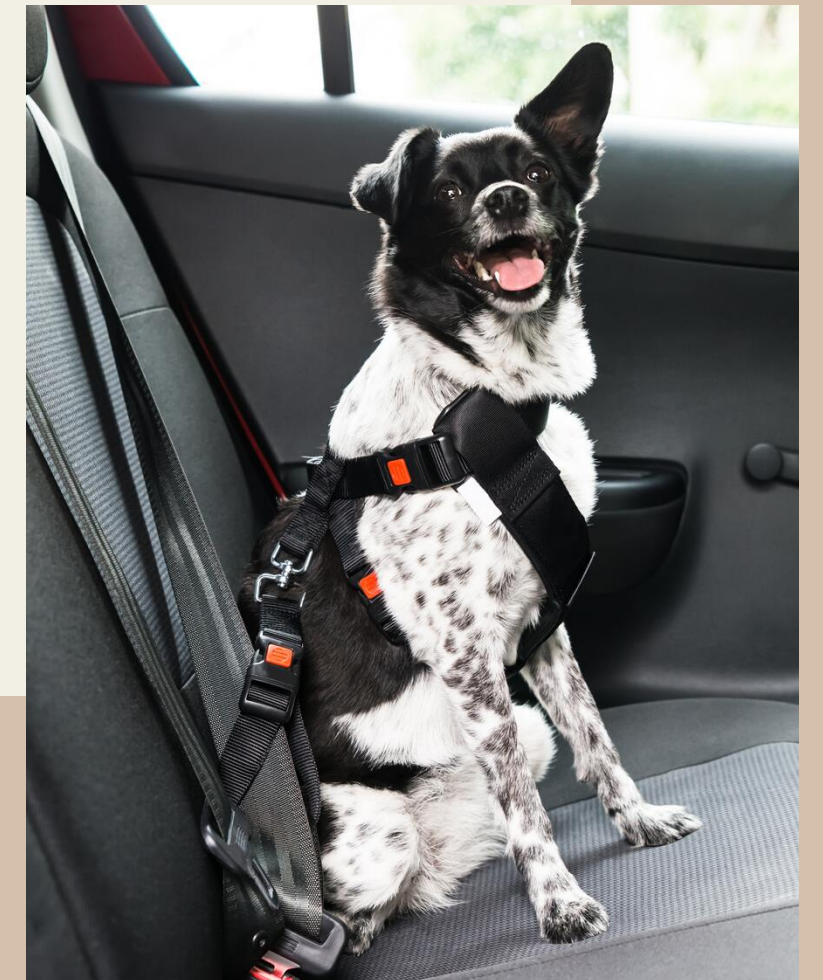
inclusions

PET BED

PURINA DRY FOOD, DENTAL SNACK, TREAT SNACK

FRISBEE TOY

WASTE BAG DISPENSER



House Rules

General Information

- We will only accept dogs (no cats or other pets).
- Maximum weight of dog must be up to 8 kilos.
- The dog must be trained, docile and well behaved.
- Only one dog per room is allowed.
- Dogs are NOT allowed in public areas where Food & Beverage is served or consumed, pools (common use or individual) and beach & Spa areas.
- Dogs are allowed to use public gardens and pathways within the resort grounds, as long as their owners pick up after their feces (poopies).
- Dogs must always be on leash in public areas.
- Dogs must be away from the room when staff members enter.

Guests are required to sign the Pet Acceptance Agreement upon booking the reservation

Reservations Department

- Guests can book any type of package and / or accommodation and should be advised of the non-refundable pet cleaning fee of 30€ per day.
- Reservations agents are super clear, up front with regards to rules and regulations and send the “Pet Acceptance Agreement” to the guest, along with booking confirmation.
- Reservations agents inform the guests that in case of disturbance they are required to find alternative dog housing.
- One dog per room is allowed
- Amenities include a dog pillow and a dedicated kit with our logo which includes a dog car belt, a waste bag dispenser, teeth toy and food samples.
- These Amenities are provided by Nestle Purina at no extra charge.
- Additional items are always on request with an additional charge.
- Door hanger notifying about the dog staying in the room.



House Rules

Concierge Department

- On day of arrival dog Amenities (include a dog pillow and a dedicated kit with our logo which includes waste bag dispenser, pet bed, frisbee toy & food samples by PURINA) are given from Concierge to Housekeeping Department to be placed in the room.
- Inventory and related information file (arrival date, departure date, country, additional items requested) is held by Concierge Desk.
- Concierge Department is responsible for informing PA to GM, when inventory is limited, to proceed with ordering the dog pillows & kits.
- Concierge associates are responsible to assist guests with any further requirements they might need (i.e. vet, food/ drink bowls, dog food e.t.c.)

Front Desk – Check in Procedure

- Upon arrival, guests are provided with a welcome letter.
- Front Desk agents reiterate the rules and regulations of the “Pet Acceptance Agreement” and reconfirm the agreement has been signed during the booking process. If not signed, the dog is not allowed to enter the room.
- Front Desk agents reconfirm to guests the non-refundable pet cleaning fee of 30€ per day
- Front Desk agents inform the guests that in case of disturbance they are required to find alternative dog housing.
- Guests are required to confirm cleaning times and Mini Bar checks during check in. Front Desk agents are responsible to inform Housekeeping and Room Service departments accordingly.
- Front Desk agents go over all details with the guest at time of check in.

Housekeeping Department

- The Housekeeping Department cleans the room but pays extra attention to the specific room due to dog hair.
- Dogs must be away from the room

F&B Departments

- Dogs are NOT allowed in F&B Outlets, pool & beach area or open spaces.
- Dogs must be away from the room.

Maintenance Department: Dogs must be away from the room.

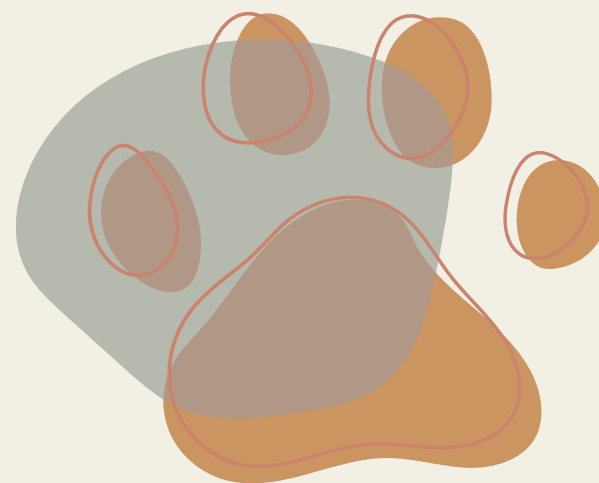
Spa Department: Dogs are NOT allowed in Spa area.

In case of disturbances or complaints made by other guests.

- Guests are required to find alternative dog housing.
- Guests are not allowed to bring back their pet during a future stay.

NOTE: There is no dog housing near the resort. It is the responsibility of each guest to seek housing elsewhere as the resort does not take responsibility





YOUR PAWSOME STAY STARTS NOW!

