



HOTEL VALENCIA

R I V E R W A L K
S A N A N T O N I O

Pet Policy & Agreement

Welcome to the Hotel Valencia Riverwalk! It's a pleasure having you visit along with your four-legged friend. We wish you both a fun and memorable stay. While we are pet friendly, we must keep all our guests comfortable and safe. We do have a responsibility to ensure all guests receive consideration when pets are in the hotel. Therefore, we have established a few policies and guidelines to keep all our guests happy and pleased with our services.

- Maximum of 2 pets per room and no more than 50 lbs. each.
- A \$150 non-refundable pet fee, per pet, will be assessed at check-in.
- Pets must be fully trained and always restrained.
- Pets must have all shots and vaccinations current (Hotel has right to ask for records)
- Owners must clean up after pets in all areas of the hotel immediately and appropriately dispose of waste inside and outside of rooms. A \$10 Fee may occur for each occurrence a guest does not pick up pet waste.
- Pets shall always remain within control, either on a leash or in a carrier. Pets may remain alone in the guest room if the pet is well-behaved and is secured in a pet carrier or crate. However, if the pet is disturbing other guests/staff or causing damage, it cannot be left alone and must remain in your control. The hotel has the right to remove disruptive pets if left alone and held in a safe in a secure location if the pet is friendly. If a pet is not friendly, animal control will be called to remove the pet at the cost of the owner.
- From 10:00 PM to 8:00 AM, pets are not to be left unattended in guest rooms and must always remain quiet.
- Apart from authorized service animals, pets are not allowed in these areas (a) Dorrego's (b) Naranja Bar (c) fitness center (d) meeting rooms.
- Housekeeping will not clean your room if your pet is unrestrained and not in a pet carrier or crate. If the housekeeping is unable to clean your room and you would like it to be cleaned, please contact guest services, and plan for room cleaning during normal housekeeping schedule.
- If a pet is deemed dangerous, disruptive, or unhealthy, the hotel has the right to not allow the pet on premises or continue to stay on property.
- The hotel has designated pet friendly rooms, which exclude all Suites. Guests will be assigned to these pet friendly room types only.
- The hotel has a right to charge owners for damage caused by pets and any extra cleaning or extermination fees as necessary.
- Owners assume all responsibility for pet's actions at hotel, be it damage to property, injury to staff or other guests and will not hold hotel liable of any responsibility of pet care, loss, or damages.
- The hotel is not responsible for pets that may exit guest rooms or exterior gates, including but not limited to because of any hotel staff entry or access to the guest room and premises.



The undersigned agrees to indemnify and hold harmless the hotel, Valencia Hotel Collection, owners, managers, management company, and their respective agents and employees from any and all liability, damage, fines, or cost of any type: (a) which the hotel may incur as a result of the pet (s); (b) related to your breach of this agreement; or (c) which third parties may assert or claim against the hotel as a result of the pet (s). The undersigned further agrees to release, waive, and forever discharge, and covenant not to sue, the hotel related in any way to this agreement.

THE UNDERSIGNED HAS READ, UNDERSTANDS AND HEREBY AGREES TO COMPLY WITH THE ABOVE POLICY AND AGREEMENT.

Guest signature _____ Contact Number: _____

Print Name: _____ Room No. _____ Date: _____

Pet Breed and brief description: _____