

COCO-MAT HOTELS PET POLICY

COCO-MAT Hotels welcome guests with pets and provide a safe and enjoyable stay of high quality. COCO-MAT Hotels are certified members of the Woof Together network and apply the following pet policy in accordance with international standards. For the comfort and safety of all guests and pets, please read, adhere and agree to the following terms of our pet policy.

A. ALLOWED PETS

1. COCO-MAT Hotels allow up to medium sized dogs (25 kg/ 55 lbs). Other types of pets, such as dogs of more than 25 kg / 55 lbs, cats, small mammals, birds or reptiles are not allowed.
2. COCO-MAT Hotels allow a maximum of one pet per room.
3. Guests with pets must bear and provide an up-to-date pet health booklet issued by a licensed veterinarian at arrival; COCO-MAT Hotels reserve the right to request this information at all times.
4. Aggressive pets are strictly forbidden. COCO-MAT Hotels reserve the right to relocate guests whose pets are deemed disruptive or aggressive to the personnel of the hotel and/or other guests.

B. TERMS AND CONDITIONS FOR ACCOMMODATING PETS

1. Guests are responsible for pet waste clean-up inside the hotel and throughout the hotel premises.
2. Pets must be restrained, either on a leash or in a carrier, and supervised at all times in all public areas of the hotel.
3. If a pet is left unattended and/or disturbs other guests, you will receive a warning from the front desk personnel.
4. Constant barking is considered a lack of attention and is not allowed from 14:00 to 17:00 and 21:00 to 10:00. If your dog is constantly barking while being left unattended in the room, you will be asked to return to the hotel premises immediately.
5. Pets are not allowed in the indoor food and beverage areas of the hotel due to national laws. Please ask our personnel for the designated dining areas where your pet is allowed.
6. Pets are not allowed to swim in the pool.
7. Pets are not allowed to enter gym and spa areas.
8. Pets should not be left unattended on the room's balcony.
9. Display the special sign "PET INSIDE" on your door to inform the cleaning staff if your pet is in the room. For safety reasons, our cleaning personnel will not enter the room to perform daily cleaning activities in case the special sign is missing or indicates that the pet is inside the room.
10. Pets should not be left unattended in the hotel room continuously for more than 8 hours.

C. SERVICES PROVIDED TO GUESTS WITH PETS

1. COCO-MAT Hotels provide its guests with a welcome kit at no extra charge which includes a dog bed and a set of food and water pet bowls.
2. COCO-MAT Hotels provide its guests with access to veterinary services. Guests will be charged upon the use of such services by the provider concerned.
3. COCO-MAT Hotels may suggest, upon request, pet taxi, pet grooming, pet sitting and dog walking services in collaboration with external professionals.

D. ADDITIONAL CHARGES

1. Pets are allowed with no extra charges.
2. In case of damages caused by the pet to the property and more specifically to furniture, rugs, carpets, equipment and/or electrical and hydraulic installations, objects, art crafts, the guest will be charged commensurate to the cost of such damages.
3. Guide and/or assistance dogs are explicitly excluded from the above charges, on the condition that they bear an up-to-date pet health booklet and valid certification documents.

E. OTHER TERMS

Guests with pets assume all liability for their pets' actions in the property, such as damages to the property, injury to staff and/or other guests. Guests with pets agree to indemnify and hold harmless COCO-MAT Hotels, its operators, personnel and management team and their respective affiliates from all liability and/or damage suffered as a result of their pet.

The undersigned agrees that has read the COCO-MAT Hotels' Pet Policy and fully understands and accepts its terms.

The Guest

Name:

(Signature)

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