



PET GUIDELINES

1. Type of pet: Only cats and dogs are welcome.

2. Weight: Pets up to 15 kg (30 lb) are accepted.

3. Race: The mandatory use of the muzzle is required for potentially dangerous races, in accordance with the current Police Code in Colombia.

4. Quantity: Only one (1) pet per room will be accepted.

5. Fee: Payment of a fee is required as follows:

- **COP\$85,000** per night of stay (taxes included).
- **COP\$100,000** per night of stay (taxes included) in ESTELAR Paipa Hotel & Convention Center.

Reservations for pets can only be managed on the reception phones of each hotel. Consult the reception telephone numbers of the different ESTELAR Hotels, go to: <https://www.hotelesestelar.com/es/contacto>.

6. Leash: Everytime a pet leaves the guestroom, it must wear a leash and must be handled by an adult and be under control.

7. Restricted areas: At no time will pets be allowed to enter restricted areas within restaurants, public areas (elevators, stairs, gym, sauna, wet areas, pool area, jacuzzi, food and beverage outlets), except for transit reasons from the guestroom to the nearest exit. For the comfort of the other guests, it is not allowed to make stops in the lobby, if this is the closest exit. By local provision of the city of **Santa Marta**, pets are restricted from being in the beach area.

8. In the guestroom:

- Pets must not be left alone in the room.
- The guest agrees to immediately report situations of special cleaning or material damage within the room.
- The use of towels, sheets, beds, blankets or linen by pets is prohibited.

9. Elevators: In the elevators, pets must be on a leash. We suggest using the stairs.

10. Pet health policy: Pets must comply with the health regulations required by law, be free of parasites, such as fleas, ticks, heartworms, etc., and carry a valid vaccination card.

11. Disturbance Policy: Any direct disturbance caused by a pet will generate a warning to the corresponding guest in order for them to adopt measures to cease the disturbance immediately. In the event that it cannot be controlled immediately, your pet must be removed from the hotel, or the guest must leave the hotel, with no refunds.

12. Liability:

- Guests with pets accept full responsibility for all property damage and/or personal injury resulting from their pet and agree to indemnify and hold harmless the hotel, its managers, owners, operators, and associates from all liability and damage suffered as a result of the guest's pet.
- The damage caused by the pet must be valued and assumed by the guest responsible for it, which will be charged to the room bill.
- Guests are responsible for picking up their pet's waste in and around the hotel.