Policy for guests with pets

Rules for staying with pets at Terme Preistoriche Resort & Spa: where they may go, where they may not enter, what the supplement covers and what the owner's responsibilities are. This policy is handed over and signed at check-in (see 25.01) and applies for the entire stay.

1. Who may stay with a pet

We welcome guests' pets when they are declared at the time of booking or, at the latest, at check-in. Throughout the stay, the owner keeps with them the pet's health booklet or passport, with up-to-date vaccinations and microchip details: it may be requested at any time during the stay. Reception provides a sign to display on the door of the room or lodge, letting housekeeping staff know that a pet is present.

A maximum of two pets per room or lodge is allowed; the Management may authorise exceptions on a case-by-case basis. There are no size restrictions, provided that the owner handles the animal properly and that it does not disturb other guests.

2. Where pets are allowed

Area	Allowed	Conditions
Hotel rooms and Green Lodge	Yes	Not on beds or furniture; not to be left alone in the room for extended periods
Hotel common areas (lobby, corridors, reception)	Yes	On a lead or in a carrier, always accompanied
Park and green areas	Yes	On a lead; the owner picks up droppings immediately
Outdoor pool surrounds (sun loungers and lawns in the park)	Yes	On a lead, never in the water
Restaurant, breakfast room, indoor bars	No	—
Restaurant veranda (outdoor tables)	Yes, at discretion	At the discretion of the restaurant manager, who also considers the number of concurrent requests so as not to disturb other guests
Indoor pool, thermal pools and Neró Spa wellness area	No	—
Thermal treatment department	No	—

No animals in the water, in any pool: the outdoor pool surrounds are allowed because they are part of the park. The restaurant, breakfast room, indoor bars, indoor pool, thermal pools, Neró Spa wellness area and thermal treatment department are always off-limits: this is a frequent request, but it cannot be granted (except for the veranda exception indicated above). Assistance dogs for people with disabilities have access to all areas permitted by law, with no supplement.

3. Pet supplement

For each pet, a supplement of € 20 per night per room is charged. The supplement covers the additional cleaning of the room or lodge on departure (sanitising of textiles, floors and rugs, removal of pet hair) and the pet kit: bowl, welcome treat, roll of waste bags, dedicated towels and blankets (not to be replaced with the room linen, see point 4). It does not cover the damage and additional cleaning described in point 5.

4. Rules of conduct

- The owner is always responsible for their pet's behaviour and for the safety of other guests and staff.

- The owner picks up and disposes of droppings immediately, including in the park, using the designated bins.
- The pet must not disturb other guests: in the event of prolonged barking or noise, reception will contact the owner.
- For the daily cleaning of the room, the owner agrees with reception on a time when the pet is not present or is kept in its carrier.
- Staff are not required to look after the pet: no pet-sitting, walking or feeding services are offered.
- The owner does not use the room's sheets, towels or bathrobes for their pet: the dedicated towels and blankets provided by the hotel are available for this purpose (see point 3).
- The pet is not left alone in the room for the whole day; for extended absences, the owner agrees the most suitable arrangements with reception.

5. Damage and additional cleaning

At check-out, staff inspect the room or lodge to identify any damage or additional cleaning required. The owner is required to pay for any damage caused by the pet to rooms, furniture, textiles, common areas and equipment, and for any cleaning beyond that covered by the supplement (for example droppings in the room or common areas, stains that cannot be removed with regular cleaning, additional sanitising). The amount is charged to the room account based on the cost incurred, as documented by reception.

6. Non-compliance with the policy

In the event of repeated violations or dangerous behaviour by the pet, the Management may ask the owner to remove the animal from the premises or may terminate the stay, without refund of unused nights.

7. Acceptance

By signing, the owner declares that they have read and accepted this policy for the entire duration of the stay.

Room / lodge	Pet (species, size, name)	Dates of stay

Owner's full name	Signature and date

Signed copy of the policy kept by reception for the duration of the stay, then destroyed (personal data: see 92 PRIVACY).