

Dear Value guest,

Create unforgettable memories with your pets at **Wyndham Hua Hin Pranburi Resort and Villas**! Whether you're bringing your pampered pooch or your favorite feline friend with you on vacation, we'll help them feel right at home. After all, they deserve some pampering, too! To ensure a comfortable stay for yourself and fellow guests, we would appreciate it if you would please observe the following guidelines as below:

### ***Guidelines***

- The resort only permits pets for bookings made directly with the hotel or those confirmed by our reservation team. If you have booked through another channel, please contact us to confirm pet room availability before check in.
- The hotel has a soft and comfy bed, bowl and waste bags for your pets as well as a pet toilet.
- Only dogs and cats are allowed.
- If guests make a booking directly with us under Pet room package, room rate will include for one pet only if additional extra pet will charge 1,000 baht per night per pet.
- If guests make a booking directly with us but not Pet room package, we will charge 1,000 baht per night per pet.
- If guest make a booking with Travel agent or Online travel Agent, guest will pay an additional pet fee of THB 1,500 net per night per pet with room set up as policy.
- The hotel is happy to welcome your pet in the room, provided that your pet is less than 30lbs (approximately 15 kgs) and fully trained, appropriately restrained by you and your pet complies with local legislation requirements.
- Maximum number of 2 pets allowed per room. Combined weight not to exceed 44lbs (approximately 20kgs)
- Should you require to walk your pets outside of your room we will be happy to suggest convenient and suitable routes for you to follow around the resort grounds.
- We regret your pet is not allowed in the common pool area, fitness and well-being center (spa area).
- In the public area, you must keep your pet always at the leash, stroller or carry-on cage, we are a tropical destination and wild animals are around to avoid any encounter.
- We have a special designated area in the food and beverage outlets for guest with pets, they are not allowed near food buffet stations.

- Pets are not allowed on furniture and tabletops, as well not to chew or claw on our decors.
- Please do not leave your pets unattended.
- Housekeeping will not clean the room if the pet is left unattended.
- In case you go out from the resort, please do not leave your pets alone in the room.
- Accident happens! Please clean up after your pets on the resort grounds. Should additionally cleaning of your room be required, THB 2000 net additional charge will be applied to your account upon departure.
- Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced. Please accept our apologies if we ask you to put your pet in time-out or leave public areas when they show aggression.
- The management reserves the right to move pets out of the hotel in case of any disturbance to the hotel operations and/or guests.
- For guests staying in our pet-friendly rooms, we kindly request a deposit of 2,000 Baht as a guarantee against any potential damages. If no damages occur during your stay, the full amount will be returned to you upon checkout
- **In the event of a pet bite or attack on another guest, the pet owner will be responsible for all related expenses**

You agree to be responsible for all property damages and/or personal injuries resulting from your pets. You further agree to indemnify and hold harmless the resort, its owners and its operators from all liability and damage suffered as a result of your pets. The resort reserves the right to charge your account the costs of any such damages or necessary cleaning which is caused by your pets.

**Important Note:**

***“We kindly request that please make your pet room reservation directly with the hotel. If you have already booked through another channel, we would appreciate it if you could contact the resort in advance to confirm pet room availability. Please note that if you check in without prior notification and no pet room is available, the resort may need to decline your booking in accordance with our guidelines”***

Thank you for your cooperation and we hope your stay with us is enjoyable.

Sincerely yours,  
Thanaporn Srisawad  
**Director of Rooms**