

PETS

FACILITY ACCESS BASIC RULES

Dear Guest,

We are providing you with this information and kindly ask that you follow some simple rules to access the facility with your pet. This regulation is available online at our website, smyhotels.com, and can also be found at our Reception.

Our Pet-Friendly Hotel is pleased to welcome you and offers amenities such as bowls, beds, and hygienic bags, which can be requested from our reception staff, subject to availability.

1. Dogs are not allowed in the Wellness area, pool, and restaurant.
2. Only pets with up-to-date vaccinations are allowed, as confirmed by a vaccination record, which may be requested by the reception staff.
3. Cats must have a negative FeLV and FIV test, as verified by the appropriate certification.
4. For dogs and cats, a health certificate issued by a veterinarian is required, confirming that antiparasitic prophylaxis was administered within 21 days prior to entering the facility.
5. Every owner must always have a suitable muzzle with them, to be used if necessary or upon request by the facility staff.
6. Guests with pets are required to use a leash when accessing common areas and places frequented by other guests, except in designated off-leash areas.
7. Dogs must never be left unattended or allowed to roam freely; the owner is responsible (both civilly and criminally) for any damage caused to people or property by the animal.
8. Guests bringing pets must have liability insurance coverage for any damage caused by the animal or have personal insurance that covers potential damages.
9. To ensure a peaceful stay and harmonious coexistence for all guests, the Management reserves the right to remove anyone who does not comply with the regulations without prior notice. An interruption of the stay will not entitle the guest to any refund.
10. If guests did not inform us of their pet at the time of booking, they must register the pet at check-in, and a change in room type may be required if deemed unsuitable. Access is subject to compliance with the rules and a surcharge of 28.00 euros per day.
11. Any behavior that disrupts the relaxation of other guests (e.g., prolonged barking or excessively lively behavior of the pet) should be avoided.

HOTEL FACILITIES, ROOMS, AND FURNISHINGS REGULATIONS

1. It is mandatory to use equipment, furnishings, and linens diligently and not to cause any damage.
2. Compensation will be required for any damage caused to hotel equipment, furnishings, and linens or to third parties.
3. For daily room cleaning, a time (valid for the entire stay) must be agreed upon at check-in to allow housekeeping staff to access the room safely.

*Thank you for your attention,
Management*

SMY KOFLERHOF

Via Valle d'Anterselva, 20– 39030 Rasun-Anterselva (BZ)

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