



DOG ACCOMMODATION POLICY

At Hacienda Zorita, we want our guests to enjoy their stay accompanied by their dog, while ensuring the comfort and peace of all our guests, the proper care of our facilities and the preservation of the estate's natural surroundings.

Staying with a dog implies acceptance of the following terms and conditions.

1. Pet-Friendly Accommodation

Dogs are permitted exclusively in accommodation designated as Villa and Villa Deluxe, subject to availability.

A maximum of one dog per accommodation unit is permitted, with a maximum weight of 15 kg. Guests must inform us that they will be travelling with a dog when making their reservation. Acceptance of the dog is subject to confirmation by Hacienda Zorita.

2. Pet Supplement

A supplement of €30 per night applies for stays with a dog and will be added to the accommodation rate.

3. Security Deposit

A €150 security deposit will be required upon arrival for stays with a dog.

The deposit will be refunded after check-out once the condition of the accommodation has been inspected, provided that no damage has occurred and no extraordinary cleaning is required as a result of the dog's stay.

In the event of damage or if extraordinary cleaning is required, Hacienda Zorita may deduct the corresponding amount from the security deposit. If the cost of any damage exceeds the amount of the deposit, the guest will be responsible for paying the additional amount.

4. Leaving Your Dog Alone in the Villa

Dogs may be left alone in the Villa for a maximum of two consecutive hours, provided that they are accustomed to being left alone and that their behaviour does not cause disturbance or interfere with the comfort and rest of other guests.

Owners must take all necessary measures to prevent persistent barking, destructive behaviour or any other circumstances that may disturb the peace and tranquillity of the property.

5. Use of Outdoor Areas

Dogs may accompany their owners in the outdoor areas of Hacienda Zorita where dogs are permitted.

While outdoors, dogs must remain on a lead at all times, be kept under control and be supervised by their owner or responsible person.

Dogs must not be allowed off the lead in gardens, on paths, in walking areas, on terraces or in any other areas or facilities within Hacienda Zorita.

Guests must comply at all times with any signage or instructions from Hacienda Zorita staff regarding areas where dogs are permitted or where access is restricted.

6. Restaurants and Indoor Areas

Dogs are not permitted inside Zorita's Kitchen or any other indoor dining areas.

Dogs may accompany their owners on designated outdoor terraces, provided that they remain on a lead and under supervision at all times.

Access to other communal or indoor areas is subject to Hacienda Zorita's specific rules and the instructions of its staff.

7. Cleanliness and Care of the Grounds

The dog's owner or responsible person must immediately pick up after their dog and dispose of waste appropriately, regardless of where on the estate it occurs.

This requirement applies to gardens, paths, walking areas, terraces and all other outdoor areas of Hacienda Zorita.

Owners must also ensure that their dog does not cause damage to gardens, vegetation, furniture, facilities or any other part of the property.

8. Care of the Villa and Furnishings

Dogs are not permitted on beds, sofas, armchairs or any other furniture intended for guest use.

Owners are responsible for ensuring that the accommodation is kept in an appropriate state of cleanliness throughout their stay.

If extraordinary cleaning is required as a result of the dog's stay, the associated cost may be charged to the guest and, where applicable, deducted from the security deposit.

9. Owner's Responsibility

The dog shall remain at all times under the responsibility of its owner or the person in charge of it.

The responsible person must ensure that the dog behaves appropriately and take all necessary measures to prevent disturbances, damage or situations that may affect other guests, staff members, animals, facilities or property belonging to Hacienda Zorita.

The guest will be responsible for any material damage caused by their dog during the stay, without prejudice to any other liability that may apply under applicable law.

10. Guest Comfort and Wellbeing

To ensure a pleasant stay for everyone, dogs must behave in a manner appropriate to a hotel environment and compatible with the comfort and wellbeing of other guests.

In the event of repeated behaviour causing significant disturbance, potentially unsafe situations or breaches of this policy, Hacienda Zorita may require the owner to take the necessary measures to resolve the situation.

11. Owners's Obligations

The owner is responsible for ensuring that their dog complies with all applicable health, identification, documentation and vaccination requirements, as well as any other obligations required by law.

Where necessary, Hacienda Zorita may request the relevant documentation.

12. Acceptance of the Terms and Conditions

Booking and staying with a dog at Hacienda Zorita implies the guest's acknowledgement and acceptance of this policy.

These conditions are intended to ensure that guests travelling with dogs can enjoy their stay while respecting the comfort of other guests, animal welfare and the protection of Hacienda Zorita's facilities and natural surroundings.

13. Breach of the Policy

Compliance with these conditions is an essential requirement for staying with a dog at Hacienda Zorita.

If, upon arrival or at any time during the stay, it is established that the dog does not meet the applicable admission requirements — including the maximum weight limit of 15 kg or the limit of one dog per Villa — Hacienda Zorita may refuse to accommodate the dog.



Any breach of the rules set out in this document will also be considered a breach of this policy, including, but not limited to, allowing the dog off the lead in areas where it must remain on a lead, allowing access to unauthorised areas, leaving the dog alone in the Villa for more than two consecutive hours, failing to pick up after the dog, allowing the dog onto beds or furniture, causing repeated disturbance to other guests, or failing to follow instructions given by Hacienda Zorita staff.

Where a breach is sufficiently serious, or continues after the guest has been warned by Hacienda Zorita staff, Hacienda Zorita may terminate the stay early and require the guest and their dog to vacate the Villa.

In such cases, early termination of the stay due to a breach of this policy will not entitle the guest to a refund for any booked but unused nights. Any remaining nights will be charged in full, with a penalty equivalent to 100% of their value

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This penalty is separate from any charges that may apply for damage, breakages or extraordinary cleaning required as a result of the stay. Such amounts may be deducted from the security deposit or charged separately if they exceed the amount of the deposit.

Thank you for helping us take care of Hacienda Zorita and making it possible for everyone to enjoy it.

