



PET FRIENDLY POLICY

It is a pleasure to welcome you to Verdelago Resort, together with your four-legged companion. To help everyone enjoy a peaceful and pleasant stay, please read and accept the following conditions.

ADMISSION AND STAY

1. Domestic dogs and cats weighing up to 30 kg each are welcome, with a maximum of two pets per accommodation, subject to the legal provisions governing assistance dogs.
2. A non-refundable fee of €50 per night, per animal applies, except for assistance dogs. Any damage will be dealt with in accordance with clause 16.
3. Assistance dogs duly identified in accordance with Portuguese law have the access rights provided for by law, at no additional charge.

MOVEMENT AND ACCESS

4. In communal areas, animals must be kept on a lead or in a suitable carrier and remain under control.
5. Pets are welcome in designated indoor and outdoor restaurant areas, provided they remain under their owner's or handler's control and comply with the restaurant's hygiene and safety rules.
6. Pets are not permitted in swimming pools or sunlounger areas, the Spa, Wellness Centre, Gym, Sport Campus or Kids Club, subject to the statutory rights of assistance dogs.
7. Access to Praia do Verde Lago, including the resort's beach concession area, is subject to applicable legislation, local regulations and official notices.

HYGIENE AND HOUSEKEEPING

8. The "Pet Friendly Room" sign must be clearly displayed on the door whenever the pet is in the accommodation.
9. Pets must not be left alone in their accommodation and must be accompanied and supervised at all times.
10. Guests are responsible for collecting and properly disposing of their animal's waste.
11. During housekeeping or maintenance services, pets must be supervised and kept under control by the guest or a responsible person appointed by them. If no one is present to supervise the pet, these services will not be carried out, except in an emergency.
12. Guests confirm that their animal is in good health and meets the legal vaccination and documentation requirements.

SAFETY AND WELFARE

13. Guests must ensure that their animal does not make excessive noise or disturb other guests' rest.
14. The resort may request the removal of a pet if it displays aggressive behaviour, poses a specific safety risk or causes persistent disturbance. Whenever circumstances allow, the guest will be given prior notice and an opportunity to resolve the situation.
15. Guests undertake to comply with the applicable legislation, including rules on leads and muzzles.

RESPONSIBILITIES

16. Guests are responsible, in accordance with applicable law, for any injury or damage caused by their pet to people, property or resort facilities. Any resulting costs will be assessed, justified and communicated to the guest.
17. Guests are responsible for supervising their pet and ensuring its welfare. The resort is not liable for incidents involving the pet or injury or harm to it, except where the resort is legally liable.

DECLARATION OF ACCEPTANCE

I declare that I have read, understood and accepted the conditions set out above.

Guest name: _____ Accommodation: _____

Date: ____/____/____ Guest signature: _____

Resort staff member: _____ Signature: _____

