

ONE  
PACIFIC  
PLACE

 *TAILored Stays*

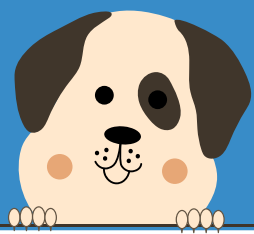
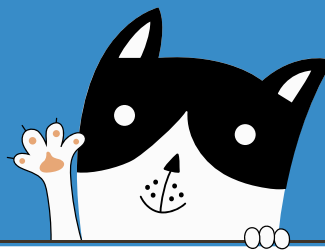
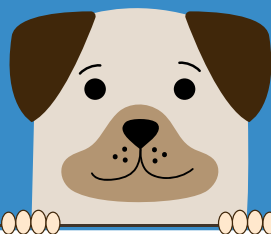
*for you & your fur babies*

[rsvn@onepacificplaceresidences.com](mailto:rsvn@onepacificplaceresidences.com)

Tel. +63 (2) 5304 7777

[www.onepacificplaceresidences.com](http://www.onepacificplaceresidences.com)

161 H.V. Dela Costa Street, Salcedo Village, Makati City





# ONE PACIFIC PLACE SERVICED RESIDENCES PET POLICY

As we value the comfort and safety of all our guests, we wish to remind you of the following guidelines:

## • GENERAL PET POLICY

- Only the pet belonging to the registered guest/s is allowed on the property.
- "Pets" allowed in the hotel only refer to dogs and cats. Cats are defined as domestic or house cats only. Other animals not listed in this provision are strictly prohibited.
- Per room, only a maximum of one (1) dog or cat with a fully-grown weight not exceeding 9kg (20lbs.) and a maximum height of 45.72cm (1.5ft.).
- Only one (1) dog or one (1) cat per room may be permitted by the Hotel Management after confirmation of the height, and weight of the pet.

## • PET REGISTRATION

- The pet must be declared by the guest prior to check-in/registration.
- The pet must be registered immediately with the Property Management Office located at the lobby or Basement 1, providing sufficient details for the Property Manager or Hotel Management to determine whether or not such pet may be allowed.

## • VACCINATION & HEALTH REQUIREMENTS

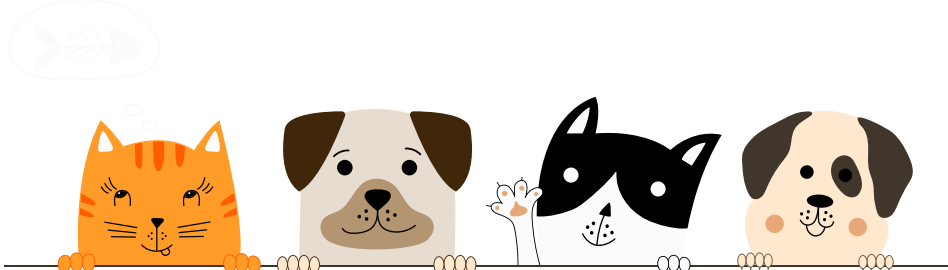
- All pet vaccinations, especially anti-rabies, must be current and valid. Vaccination certificate must be presented to the Front Desk upon check-in. The pet must be clean, well groomed, and completely free of fleas and ticks. The pet should not be in heat or having menstrual period during time of check-in, and should not have been sick in the last 72 hours.

## • SECURITY DEPOSIT AND DAMAGES

- The guest is required to provide a one-time security deposit amounting to **Php5,000.00 nett** per pet upon check-in. The security deposit will be returned to the registered guest after receipt of clearance that no damage was found and no other extra cleaning efforts are required.
- The room/s will be inspected upon check-out. The security deposit will cover the repairs and lost revenue caused by the damages which may include but are not limited to stained bedding, carpet, linen, scratches on furniture or floor, infestation, and other damages requiring extra maintenance.

## • DISINFECTION CLEANING FEE

- The guest agrees to pay the non-refundable Disinfection Cleaning Fee of **Php2,000 nett** per room if it is not yet part of the room rate or room promotion. Please note that the disinfection cleaning fee is a one-time fee regardless of the duration of your stay.



## • PET ACCOMMODATION AND EQUIPMENT

- The pet is strictly prohibited in common and recreational areas of the hotel, including The Strand Café, Main Lobby, Function Rooms, Swimming Pool, Gym, Kids' Playroom, and back of-the-house areas. Guests with their pet may use the Basement 1 area only for entry and exit of the hotel. Only the service elevator provided will be used to transport pets. The pet must wear diapers when entering and leaving the hotel, and should be in their crate or fence when left alone in the room.
- Pet owners shall only use the entry and exit points for the pets as specified by the Hotel Management. Guests with their pet are allowed to stay in designated pet-friendly rooms. The pet shall always be either in a carrier, crate, or leash when in the hotel's basement parking area.
- All equipment required for the upkeep and feeding of pet are to be provided by the guest. No equipment owned by the property will be used for animal use (e.g., tool cleaning of feeding bowls, etc.). Failure to abide by this will result in replacement costs, which will be charged to the guest.

## • PET CARE AND CLEANLINESS

- The guest must clean up after their pet and dispose any waste in secured disposable bags. At all times, the guest shall maintain and keep the property in good and sanitary condition. The guest must also keep their pet's "relief" outings to a designated trash bin to be provided by the hotel.
- The pet is not allowed to use the bathtub. Pet owners shall ensure that no pet will be able to get out from the veranda.

## • GUEST RESPONSIBILITY AND LIABILITY

- The Hotel Management and its employees shall not be liable for any loss, injuries, death, or illness of any pet for any reason.
- Pet owners will be required to promptly address any complaints made by fellow guests regarding noise or any other disturbance that may be caused by the pet. In the event that any pet becomes overly disruptive or in any way aggressive towards other guests or employees, the pet must be removed from the property immediately.
- In the event that any pet is considered dangerous by the Hotel Management, it shall immediately be removed from the hotel by the guest.
- The guest is required to remove their pet from the room during any housekeeping service. The guest may call the Housekeeping Department to arrange a convenient time to service the room. If no housekeeping service is required, the guest shall hang the Do Not Disturb sign outside their door.

## • DAMAGES AND NON-COMPLIANCE

- Any damage caused by the pet shall be charged to the registered guest and must be deducted from the security deposit made upon check-in.
- The guest shall strictly comply with the Pet Agreement and other rules and regulations issued by Hotel Management. In the event that the guest is unable to comply with the provisions stated in the Pet Agreement, the Hotel Management reserves the right to terminate the agreement and ask the former to leave the hotel.

## • INDEMNITY

- The guest accepts full responsibility for all liability, claims, losses, costs, and expenses (including reasonable attorney fees) for personal injury or property damage that may result from the pet. The guest agrees to make any reimbursement for such damages on demand.
- Pet owners agree to indemnify, hold harmless and defend the Hotel Management, its owners, and employees from all liability, claims, losses, costs, and expenses (including reasonable attorney fees) arising out of or relating to any claim for personal injury or property damage caused by the pet.

