

PETS POLICY

Purpose

To ensure the proper and secure method of handling pets in the hotel.

Policy

- Cats and dogs weighting up to 3 Kg only are permitted to be accommodated at Novotel Sharm El Sheikh Resort.
- Cats or dogs exceeding this weight limit as well as other types of animals are not accepted at all at Novotel Sharm El Sheikh Resort
- No more than two pets are permitted per guest room.
- Pets must be declared and registered during the booking or check-in process.
- Guests bringing a pet must be willing to stay in a Smoking room.
- Pet owners agree not to leave their pet unattended at any time during their stay at the hotel.
- Pets are not permitted in any of the food & beverage areas or at the pools and the beach.
- Pets must always be on a leash or in a cage while they are in any public or common place within the hotel.
- Maid service will be provided only if the pet is removed from the room during the service.
- If H.K notice that a guest room will require additional cleaning or repairs, a detailed record should be taken and notified immediately to Front Office Manager or Asst.Front Office Manager.
- An additional cleaning and/or repair charge will be incurred by the guest and billed accordingly.
- Pet owner will be fully responsible for any injuries to the hotel employee or other hotel guest caused by his pets.

- Pet owner will be responsible for the repair or replacement of any items stained or damaged by his pets.
- H.K should provide a deep cleaning program after each pet friendly stay to ensure that guests with allergies will not be affected.
- If you find a lost pet, check the pet's ID tag for a contact number and call the pet's owner. If the pet's owner cannot be reached, contact Duty Manager to look after the pet until its owner arrives.
- Security department should inform Duty Manager immediately in case of any pet unattended.
- Housekeeping and security departments must inform the front desk about any pets not registered in the hotel log book.
- Pet log book with all rooms' numbers will be provided at the front desk.
- All litter is to be removed and disposed of properly by the guest.
- Disposable bags should be extended to guest room free of charge.
- Guests staying with pets will be required to sign a liability release form upon check in.
- Guest must agree to comply with hotel's pet policy.
- The liability release form will include the following at a minimum:
 1. Pets must be kept on a leash or carrier while in public areas.
 1. Pets must stay out of all food and beverage areas.
 2. Pets owners must agree to ensure pets don't disturb the "quiet enjoyment" of other guests.
 3. Pet owner should inform the front desk when leaving a pet unattended in a guest room.
 4. In case of any noisy or complaints of other guests, pet owner may be asked to leave the property and could be financially responsible for any and all costs associated with appeasing the guest complaint.
- Pets' foods are not available at the hotel.