



DOURO ROYAL VALLEY

HOTEL & SPA



Pet Policy

Registration and Rules



In order to ensure the comfort and satisfaction of our guests, the stay of your pet is subject to the following rules:

1. All guests with pets must complete and sign the pet admission form and pay a fee of €25 per stay and per pet, with the exception of assistance dogs, which are exempt from any charges.
2. Pet food is not included in the daily rate.
3. Pet owners must comply with International and Portuguese Law or any other applicable legislation or regulation, including pet licensing requirements.
4. All pets are allowed regardless of weight. The breeds and classifications of the pets must be informed to the Hotel in advance.
 - 4.1 Dogs of breeds classified as potentially dangerous must wear a muzzle when in public areas, for safety reasons.
5. The Hotel reserves the right to request the immediate removal of any animal that displays dangerous or unacceptable behavior, such as biting, scratching, excessive barking, signs of illness, or urination or defecation in public areas.
6. The guest room may only be occupied by a pet under the conditions stated, otherwise the owner may be expelled from the property and held responsible for any and all consequences and expenses resulting from such actions.
7. Pets are allowed throughout the Hotel, with the exception of the indoor and outdoor pools, spa, gym, and Kids Club. In restaurants, pets are allowed on terraces or in indoor areas designated by the restaurant team. When in elevators or any other public area of the Hotel, pets must be on a leash or carried by their owners. These rules do not apply to assistance dogs.
8. For the safety and comfort of your pet, Housekeeping and/or Maintenance teams will only enter the room if the pet is not present, or if present, is securely restrained with a leash or another device. We kindly request that the provided door sign be placed outside the room whenever the pet is inside.
9. The pet owner or responsible party agrees to release, defend, and indemnify the Hotel from all and any claims or damages related to their pet or its stay at the Hotel, including any third-party claims.