

Welcome four-legged friends

At Zadún, a Ritz-Carlton Reserve, we know that your pet is a special and vital member of your family. Therefore, we are pleased to welcome guests who wish to travel with their furry best friends, and we hope the stay will be memorable for all.

To ensure you have the most pleasant stay, with all the care and attention you deserve, we have prepared a pet policy in order to offer you the best service.



At Zadún, a Ritz-Carlton Reserve, we welcome small pets and service dogs with the required documentation.

We accept pets under 18 kilos (40 pounds).

Pets may enjoy the Reserve with their owners, yet they may not enter the hotel restaurants, pool area, spa, gym or shop.

Pets will only be allowed access to restaurants, pools and gym area if their owners provide the corresponding credential or legal document issued by the authorities in their home country certifying that they are companion pets for medical reasons. In this case, letters of recommendation or certificates issued by a specialist are not considered valid. Additionally, pets must always be on a leash and with their owners at all times. Alkemia Spa is the only area where this exception does not apply.

In the event that your pet's behavior disturbs other guests, we will bring it to a more suitable location so that your best friend can keep enjoying its stay to the fullest.

We kindly request that your pet always be on a leash and under your supervision or that of another responsible person accompanying it within hotel grounds.

All guests with pets will be liable to pay a non-refundable fee of \$174 USD per stay to cover room cleaning and/or maintenance.

Should pets cause any damage to the room or other hotel areas, guests will be responsible for the cost.

Guests must pick up after their pets.

For safety reasons, our housekeeping staff may only clean the room if guests are present.

Upon the guest's arrival, their Tosoani, concierge, will provide them with a liability disclaimer with our pet policy, which they must sign.

In the event that guests arrive at the property accompanied by a pet without notifying so upon booking, their Tosoani will inform our housekeeping staff who will bring pet amenities into the room.

THESE POLICIES ARE SUBJECT TO CHANGES WITHOUT PRIOR NOTICE

Zadún
A RITZ-CARLTON RESERVE