

7 ISLAS HOTEL

Admission regime for pets



ISLAMADRID, S.L., by its commercial name, 7 ISLAS HOTEL, with CIF B35564046, and address located at Calle Valverde, 14 – 16 – 28004 Madrid, in anticipation of the provisions of article 29.2 of Law 7/2023, of 28 March, protection of the rights and well-being of animals, as well as article 8.1 and 4 of Decree 19/2023, of March 15, of the Government Council, which regulates the management of hotel establishments in the Community of Madrid, approves the following REGIME FOR ADMISSION OF COMPANY ANIMALS in the 7 ISLAS HOTEL establishment, in accordance with the following conditions:

1. Admission

1. 7 ISLAS HOTEL, as a “pet-friendly” hotel establishment, admits both the presence and accommodation, with prior confirmation, of pets in its facilities.
2. Pets whose presence is permitted in the hotel establishment are limited to the following class: dogs whose dimensions do not exceed 12 Kgs.
3. The access and stay of potentially dangerous animals is prohibited according to the normative and regulatory provisions, animals that show obvious signs of danger to people, animals or objects, illness or lack of hygiene, as well as animals in the season of heat.

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4. Clients who wish to stay with their pet must specify this at the time of booking and/or inform the hotel establishment.
5. Only one pet will be allowed per reservation and room that has been previously confirmed by the hotel establishment.
6. 7 ISLAS HOTEL will require the exhibition of a valid civil liability insurance policy for damages to third parties caused by dogs that includes in its coverage the persons responsible for the animal at the time of formalizing the reservation.
7. Accommodation of pets will incur a supplement per pet per night of TWENTY-FIVE EUROS (€25.00) in accordance with the rates approved and published by 7 ISLAS HOTEL.
8. In addition, a deposit of TWO HUNDRED EUROS (€200.00) must be deposited to ensure the responsibility of the pet during your stay, which will be returned at the end of the stay if no compensable damage has occurred. The amount must be paid in cash, with a debit card or by blocking the credit card provided to pay for the reservation.
9. The pet must have all the vaccinations that are mandatory, both in its place of origin and in the Community of Madrid, and must comply with all the regulatory requirements required for its possession, for which 7 ISLAS HOTEL reserves the right the right to request the exhibition at any time during the stay of the pet of any documentation that is appropriate to prove such circumstances.
10. The owners of pets who are or stay at the 7 ISLAS HOTEL must comply with the provisions of Law 7/2023, of March 28, on the protection of the rights and well-being of animals, regarding the obligations and prohibitions imposed by said regulation, as well as in Law 4/2016, of July 22, on the Protection of Pet Animals of the Community of Madrid, or regulations that replace it.

2. Conditions of permanence and stay of pets

The presence and stay of pets will be subject to the following conditions:

1. Common areas and spaces:

Pets must remain in the common areas and spaces together with their owners, complying with the safety standards that are required of them, so that they do not put the integrity of the rest of the clients, staff of the hotel establishment or their own at risk. . Dogs may be in a carrier, or with a collar and leash that meets regulatory requirements, as well as a muzzle, when appropriate.

It is prohibited to feed pets in common areas and spaces outside of places specifically set up for this purpose, for which purpose designed supplies must be available.

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Owners of pets are obliged to collect any defecation and urine that may occur in these areas, for which they can count on the help of the hotel establishment's staff.

The presence of pets is prohibited in the following areas and common spaces: breakfast room and gym.

2. Sensitive hygienic-sanitary areas

The presence of pets is prohibited in areas of the hotel establishment where food is prepared, handled or stored.

The presence of pets is allowed in the bar and outside the bar as long as they are controlled in their carrier or, where appropriate, with a collar and restraint leash that meets regulatory requirements, as well as a muzzle, when applicable.

3. Accommodation in rooms

Pets may not be left alone in the room. They must always have the presence of their owners.

Owners of pets must ensure that pets do not cause annoying noises that may prevent other clients from resting.

Owners of pets must prevent them from climbing on beds, armchairs and other furniture in the rooms.

Owners of pets must refrain from using bathtubs, showers, sinks and other toilets to bathe them.

Owners of pets must collect any stool and urine that may occur in the rooms, for which they may have help from the hotel establishment's staff.

3. Permanence, access and stay of assistance dogs

1. The access and stay of assistance dogs belonging to the Armed Forces and State Security Forces and Corps that are on duty is permitted, in accordance with their specific legislation, as well as the access, stay and accommodation of service dogs. assistance to people with disabilities who need it.

2. The access, permanence and accommodation of assistance dogs for people with disabilities is subject to the provisions of Law 2/2015, of March 10, on Access to the Environment of People with Disabilities Who Require the Accompaniment of Assistance Dogs , from the Community of Madrid. So:

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You must carry and display the document proving your identity, the bonding unit card and the official health documentation of the assistance dog.

You must keep your assistance dog identification badge placed in a visible place on the dog's collar or harness, in addition to the microchip required by animal protection/health regulations.

You must keep the assistance dog at your side with the appropriate restraint and safety measures in accordance with its breed.

Access of assistance dogs is prohibited in food handling areas and exclusive access to hotel establishment staff.

Access to assistance dogs for people with disabilities may be denied in the following circumstances:

If the assistance dog shows obvious signs of illness, such as diarrheal stools, external parasites, abnormal secretions or open wounds.

If the assistance dog shows obvious signs of poor hygiene.

If there is a situation of imminent and serious risk for the physical integrity of the user of the assistance dog, for the dog itself or for third parties.

3. In the event of denial of access to the assistance dog for people with disabilities, the person in charge of the hotel establishment, at the request of the owner, will justify the cause in writing, and the user of the assistance dog may request the presence of the competent authority. for the purposes of preparing the corresponding report.

4. Early termination of stay and liability

1. Failure to comply with this Regime for the Admission of Pets may result in the termination of the stay and accommodation of pets, without the hotel establishment being obliged to reimburse any amount to the client.

2. In case of refusal to vacate the hotel establishment, its owner may request assistance from the authorities' agents.

3. In the event of non-compliance with the obligations and prohibitions included in the sector regulations as owners and/or responsible for the housed pets, the hotel establishment reserves the right to report the situation to the competent administrative authorities.

4. The owners of pets that are or stay at the 7 ISLAS HOTEL will be responsible for the damages, losses and inconvenience they cause to people, other animals, and property that they cause.

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5. 7 ISLAS HOTEL reserves the right of recourse against the owner of the pet for the amounts it has had to pay to compensate for damages caused to third parties during its stay at the hotel establishment.

October, 2023.