



# House Rules

## Pets

We know how important it is for you to travel with your pet and also how important it is that all guests can also enjoy a pleasant stay.

Our [accommodation terms and conditions](#) allow the presence of animals, always upon request and under the sole responsibility of their owner:

- The presence of pets will only be allowed on prior request to Mosaiko Homes and guaranteeing that the pet does not cause any inconvenience for the rest of the guests.
- A reservation made with pets has a supplement on top of the accommodation rate that will be indicated during the reservation process and/or at the time of check-in in the event that the client has not informed in advance of the reservation.
- As a general policy, only small dogs are allowed. In the case of any other animal, it must be notified before making the reservation, to assess the acceptance of the pet. There is a maximum of one pet per apartment.
- Mosaiko Homes reserves the right not to admit animals that cause any inconvenience to other clients or staff of the establishment, or that behave inappropriately during the stay.
- The apartment cleaning service will only be carried out if the animal is not present.
- At all times the client is responsible for their animal and its behavior.



To guarantee safety and good coexistence with the rest of the guests staying, it will be **mandatory to comply with the following rules:**

- Animals should avoid small spaces when other guests are present (ie. lift, corridors, etc).
- The pet cannot be alone inside the apartment unless the client is in the facilities and/or is available for any occasion.
- The animal is not allowed to climb onto the beds or sofas, nor use any of the fixtures or furniture found in the apartment to accommodate it.
- The animal is not allowed to be bathed in the bathrooms or showers of the apartments, nor can towels be used to dry it.
- To leave, enter or stay in the facilities, the pet must be well tied, with a short leash and, with a muzzle if the regulations require it.
- The animal is not allowed to relieve itself inside the enclosure.

Remember that the client or owner is responsible for the damage caused by the animal either to third parties or to the furniture, leaving Mosaiko Homes exempt from any liability for legal purposes. The amount of such damages caused during the stay will be charged in the final invoice of the stay.

We appreciate compliance with these rules and we hope you have a pleasant stay at Mosaiko Homes.