



Pet Policy & Agreement

Welcome to Lone Star Court! It's a pleasure having you visit along with your four-legged friend. We wish you both a fun and memorable stay. While we are pet friendly, we must keep all our guests comfortable and safe. We do have a responsibility to ensure all guests receive consideration when pets are in the hotel. Therefore, we have established a few policies and guidelines to keep all our guests happy and pleased with our services.

- Maximum of 2 pets per room and no more than 70 lbs each.
- A \$50 non-refundable pet fee, per pet, will be assessed at check-in.
- Pets must be fully trained and restrained at all times.
- Pets must have all shots and vaccinations current (Hotel has right to ask for records)
- Owners must clean up after pets in all areas of the hotel immediately and appropriately dispose of waste inside and outside of rooms. A \$10 Fee may occur for each occurrence a guest does not pick up pet waste.
- Pets shall remain within control at all times, either on a leash or in a carrier. Pets may remain alone in the guest room as long as the pet is well-behaved and is secured in a pet carrier or crate. However, if the pet is disturbing other guests/staff or causing damage, it cannot be left alone and must remain in your control. The hotel has right to remove disruptive pet if left alone and held in a safe in a secure location if pet is friendly. If pet is not friendly, animal control will be called to remove pet at cost of the owner.
- From 10:00 PM to 8:00 AM, pets are not to be left unattended in guest rooms and must remain quiet at all times.
- With the exception of authorized service animals, pets are not allowed in these areas (a) The Water Trough (b) the fitness center (c) the pool (d) meeting rooms
- Housekeeping will not clean your room if your pet is unrestrained and not in a pet carrier or crate. If housekeeping is unable to clean your room and you would like it to be cleaned, please contact guest services and make arrangements for room cleaning during normal housekeeping schedule.
- If a pet is deemed dangerous, disruptive, or unhealthy, the hotel has the right to not allow the pet on premises or continue to stay on property.
- The hotel has designated 1st-floor rooms as pet friendly. If a guest requests a 2nd-floor room, a \$200 non-refundable cleaning fee will be charged at check-in.
- The hotel has a right to charge owners for damages caused by pets and any extra cleaning or extermination fees as necessary.
- Owners assume all responsibilities for pet's actions at hotel, be it damage to property, injury to staff or other guests and will not hold hotel liable of any responsibility of pet care, loss, or damages.
- The hotel is not responsible for pets that may exit guest rooms or exterior gates, including but not limited to as a result of any hotel staff entry or access to the guest room and premises.



The undersigned agrees to indemnify and hold harmless the hotel, Valencia Hotel Group, owners, managers, management company, and their respective agents and employees from any and all liability, damage, fines, or cost of any type: (a) which the hotel may incur as a result of the pet (s); (b) related to your breach of this agreement; or (c) which third parties may assert or claim against the hotel as a result of the pet (s). The undersigned further agrees to release, waive and forever discharge, and covenant not to sue, the hotel related in any way to this agreement.

THE UNDERSIGNED HAS READ, UNDERSTANDS AND HEREBY AGREES TO COMPLY WITH THE ABOVE POLICY AND AGREEMENT.

Guest signature _____ Date: _____

Print Name: _____ Room No. _____

Pet Breed and brief description:
