

ENTRY INTO FORCE OF THE NEW ANIMAL WELFARE LAW



MAGIC CRISTAL PARK

Industrias Hoteleras del Mediterráneo, S.L. ., by its commercial name, Magic Cristal Park, with NIF ESA28207900, and address at Avda. L'Aiguera, nº3, 03500, Benidorm España

Benidorm, in accordance with the provisions of Article 29.2 of Law 7/2023, of 28 March, on the protection of the rights and welfare of animals, as well as Article 5.2 d) of Decree 10/2021, of 22 January, of the Consell, approving the Regulations governing tourist accommodation in the Comunitat Valenciana, approves the following ACCOMMODATION RULES FOR PETS in the establishment Magic Cristal Park, in accordance with the following,

CONDITIONS

Magic Cristal Park declares itself to be a "pet-friendly" hotel establishment, admitting both the presence and accommodation with prior confirmation of pets in its facilities, for which the owner of the same must comply with the regime detailed in the following articles.

1.- Admission of Pets

1.1. The pets whose presence is permitted in the hotel establishment are limited to the following classes:

o Cats

o Dogs

1.2. The access and stay of potentially dangerous animals is prohibited according to the rules and regulations, animals that show obvious signs of danger to people, other animals and things, disease or lack of hygiene, as well as animals in heat.

1.3. Clients wishing to stay with their pets must check availability and specify it in the booking and/or inform the hotel establishment.

1.4. Only 1 pet per reservation and room (pet friendly) that has been previously confirmed by the hotel establishment will be allowed. If you wish to stay with more than one pet, you must book an extra package for each pet, according to the dates of your stay (The accommodation reserves the right to accept the reservation).

1.5. At the time of formalising the reservation, or at check-in, Magic Cristal Park will require the exhibition of a valid civil liability insurance policy for damages to third parties, which includes in its coverage the persons responsible for the animal.

1.6. The accommodation of pets will entail a supplement per pet per day according to the approved and published rates of 15€/night.

1.7. The holder of the reservation with pets must pay a deposit of 150€/room to ensure the responsibility of the pet during their stay, which will be returned at the end of the stay if no compensable damage has occurred. Payment may be made in cash, by debit card or by authorising the blocking of the amount on the credit card provided to guarantee payment of the booking.

1.8. The pet must have the vaccinations that are compulsory both in its place of origin and in the Valencian Community, and that it complies with all the regulatory requirements for its possession (identification microchip, certificate of ownership), for which Magic Cristal Park reserves the right to request the exhibition at any time during the stay of the pet of any documentation that may be appropriate to accredit such circumstances.

1.9. Owners of pets staying or accommodated at the Magic Cristal Park must comply with the provisions of Law 7/2023, of 28 March, on the protection of the rights and welfare of animals, with regard to the obligations and prohibitions imposed by said law, as well as Law 2/2023, of 13 March, on the Protection, Welfare and Keeping of pets and other animal welfare measures of the Valencian Community, or regulations that may replace it.

2.- Conditions for the Stay and Stay of Companion Animals

The presence and stay of pets at the Magic Cristal Park will be subject to the following rules:

2.1. Common areas and spaces

☑ Pets must remain in the common areas and spaces provided for them together with their owners, complying with the safety regulations that may be required of them, in such a way that they do not endanger the integrity of the rest of the guests, the hotel staff or their own. In particular, cats must remain in these areas in their carrier. Dogs may be kept in a carrier or with a collar and leash that complies with regulatory requirements, as well as a muzzle, where appropriate.

- It is forbidden to feed pets in the common areas and spaces outside the places specifically designated for this purpose. The customer shall be provided with the necessary utensils designed for this purpose.

- Owners of pets are obliged to pick up any droppings and urine that may be produced in these areas.

- The presence of pets is forbidden in common areas and spaces that have not been set up for them (restaurants, bars, etc.).

2.2. Hygienic and sanitary sensitive areas

- In compliance with the provisions of Article 14 of Royal Decree 1021/2022 of 13 December, which regulates certain hygiene requirements for the production and marketing of foodstuffs in retail establishments:

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

o Pets are allowed in the restaurant, terraces, bar and outside the bar (areas where only food is served), provided that:

- The owners or persons responsible for the animals are informed of the access requirements.
- Animals are kept on a leash, in a carrier or controlled by other means.
- Animals are of appropriate behaviour and hygiene, with no obvious signs of disease such as diarrhoea, vomiting, presence of external parasites, abnormal secretions or open wounds.
- Animals shall be prevented from coming into contact with the equipment and utensils on the premises, with the staff of the establishment, as well as with table and bar surfaces and, in case of contact, the affected areas shall be cleaned and disinfected with appropriate materials.
- They shall be fed or watered using, in all cases, utensils specifically designed for the feeding of animals.
- Cleaning utensils shall be provided by the establishment for exclusive use in the event of urination, defecation or vomiting by animals.
- The presence of pets is prohibited in the swimming pool, spa, gym and children's play areas.

2.3. Accommodation in rooms

- Your pet may be left alone in the room (it is recommended to avoid doing so for long periods), but guests must avoid possible disturbances such as barking or crying and possible damage. Pet owners must ensure that pets do not cause any disturbing noises that may impede the rest of the guests' rest.

- Pet owners must prevent pets from climbing onto beds, armchairs and other room furniture.

- Pet owners must refrain from using bathtubs, showers, sinks and other toilets to bathe their pets.

- Pet owners must pick up any faeces and urine that may be produced in the rooms.

3.- Stay, Access and Stay of Assistance Dogs

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

3.2. The access, stay and accommodation of assistance dogs for people with disabilities is subject to the provisions of Law 12/2003, of 10 April, on assistance dogs for people with disabilities, of the Valencian Community. Thus:

- They must carry and display the document accrediting their identity, the card of the bonding unit and the official health documentation of the assistance dog.
- The assistance dog's identification tag and the microchip required by animal protection/health regulations must be kept in a visible place on the dog's collar or harness.
- The assistance dog must be kept by his side with the appropriate restraint and safety measures in accordance with its breed.
- Assistance dogs are prohibited from accessing food handling areas and areas to which hotel staff have exclusive access; swimming pool water.

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

- In case of imminent serious danger to the user, to a third person or to the assistance dog itself.
- When the animal presents symptoms of illness, externalised in an alternative or accumulated form by means of feverish signs, abnormal alopecia, diarrhoeic stools, abnormal secretions, signs of cutaneous parasitosis, wounds that due to their size or appearance suppose a presumable risk for people or there is evidence of a lack of grooming or care.

4.- Early Termination of Stay and Responsibility

4.1. Failure to comply with these Rules for the Admission of Pets, as well as with the signage indicating the same, 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.

4.2. In the event of refusal to vacate the hotel establishment, the owner may request the assistance of the police.

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

4.3. The owners of the pets found or housed at Magic Cristal Park will be responsible for the damage, harm and nuisance they cause to people, other animals and the property they cause.

4.4. Magic Cristal Park reserves the right of recourse against the owner of the pet for the amounts that he/she has had to pay to compensate for the damages caused to third parties during their stay in the hotel establishment.

September 2023

Rules subject to change or update. Before making a reservation you must ensure that you have contracted the corresponding tariff-package and confirm with Reservations that you are travelling with a pet. Do not forget to provide a signed copy of this document as proof of acceptance of conditions. We thank you for complying with these rules and hope you have a pleasant stay in our accommodation.

Client's signature

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