

## **MillCreek Resort Hotel Pet Policy**

This Pet Policy covers the relations between physical or legal entities intending to order or ordering and using accommodation and additional services (further on “the Guests”) and the service provider – OOO Melnichny Ruchej-Resort located at the MillCreek Resort Hotel at 1 Klubnaya Street, Vsevolozhsk (further on “the Hotel”).

### **Rules and Regulations:**

- Guests with pets (dogs and cats) are accommodated at the Hotel provided there is a veterinarian certificate with records of their current vaccines.
- Before booking a room the pet’s owner shall by all means inform the Hotel about the pet’s breed.
- Only small domesticated dogs and cats that weigh less than 10 kg (22 lbs.) and are under 30 cm (12 in) high at the withers are permitted to stay in the hotel. The Hotel retains the right to refuse accommodation with a pet.
- Service animals (guide dogs) accompanying people with disabilities are allowed to stay at the Hotel.
- Police animals (guard dogs, sniffer dogs, etc.) are allowed on the Hotel premises.

### **Obligations of the pet’s owner:**

- Guests are required to bring a sleeping mat or a cage for the pet.
- Guests are required to bring bowls and dishes to feed the pet.
- Pets may be walked only in designated areas on the Hotel premises.
- Guests must properly remove and dispose of any litter or waste associated with their pets on the Hotel premises.
- Pets must not stay in the room while the room is being serviced by any hotel staff or technical maintenance staff.
- Guests must notify the front desk when pets are left unattended in room.

### **Restrictions on accommodation with pets:**

- Pets are not permitted in the restaurants, children’s grounds, golf courses, and the beach.
- It is forbidden to use towels, sheets and other bedding items belonging to the Hotel for the pets’ needs.
- It is strictly forbidden to use the Hotel dishware to feed pets.
- Brushing animals in the room is forbidden.
- Pets are not allowed in the pool or the Beach Club lakes.
- No more than one pet per room is permitted.

### **Responsibility of the Guests:**

- The pet’s owner assumes all responsibility for the pet’s feeding, cleaning, and walking.
- The pet’s owner bears all responsibility and expenses for possible damage to the Hotel property caused by the pet.
- The pet’s owner assumes all responsibility for removing litter and waste associated with their pets.
- The pet’s owner bears all risks to the Hotel and third parties related to and arising from the pet’s behavior as well as the time and conditions of their stay in the room.

### **Rates for accommodation with a pet at the Hotel:**

- A fee of RUB10,000 for deep cleaning shall be paid by the Guest at check-out from a residence.

- A fee of RUB3,000 for deep cleaning shall be paid by the Guest at check-out from a beach house unit with a terrace.
- The cost of accommodating one pet in a residence is RUB2,500 per day.
- The cost of accommodating one pet in a beach house unit with a terrace is RUB1,000 per day.
  
- The Hotel provides a special mat and diapers for pets.
- The Hotel provides pet food and a bowl for feeding pets.

The Hotel reserves the right to terminate the agreement with Guests staying with pets in case of violation of the Rules and Regulations or if the pet is considered dangerous or likely to frighten, harm or disrupt hotel guests or employees.