



Dear guest,

We are pleased to have you and your pet as our guest at the Rubens at the Palace. As a service to you, we have outlined a few simple guidelines that will help ensure the safety and solitude of yourself and our other guests whilst visiting our hotel.

- Due to potential noise disturbances to other guests, such as barking, we ask that pets not be left unattended in guestrooms. Any disturbance must be curtailed to safeguard all our guest's rights to privacy and a peaceful stay.
- Should you need assistance in securing a pet sitter or in obtaining pet supplies, please contact our concierge at extension 0. Please allow sufficient lead-time in order for us to make the proper arrangements on your behalf.
- Regretfully, local ordinances prohibit the presence of pets in any of the hotel's dining, beverage or lounge venues. Naturally, this exclusion does not apply to guide dogs.
- For your pet's pleasure and your assistance, we have a pet room service menu available. Please call extension 0 for a copy.
- When outside of your guestroom, pets must be on a leash with a maximum length of 6 ft.
- You are responsible for cleaning up after your pet whilst on hotel property or in the immediate vicinity, such as outside the hotel's entrance.
- Please contact the hotel's Housekeeping Department, to co-ordinate daily maid service. It is often far more convenient for you and your pet to have daily maid service arranged whilst you and your pet are out of the room. Should you wish for us to provide a pet bed, made up from comfortable blankets and bedding, please contact our Executive Housekeeper, or the Duty Manager.

In order to ensure that you and your pet have the most comfortable experience during your stay, please note a nightly charge of £50.00 per room will be applied to your final bill.

In an unlikely event of damages caused to any or all hotel property and /or personal injuries resulting from your pet, the hotel reserves the right to charge your account an amount commensurate to the cost of such damage, and it will be withheld from the damage deposit amount of £500.00. We would further ask you to agree to indemnify and hold harmless the hotel, its owners and its operators from all liability and damage suffered as a result of your pet.

The amount will be pre-authorised on your credit/debit card or taken as cash deposit upon arrival, as a pet security deposit, and reimbursed or credited to your account following a room inspection upon departure. We invite you to attend this inspection. Should a charge be made against this security deposit, you agree that you will not dispute the charges. Please be aware that these policies are stated to protect both parties, and in no way are a reflection or our desire to host your pet. Should you have any questions, or need clarification on these policies, please do not hesitate to contact either the Duty Manager by dialling '0'.

We genuinely thank you for selecting the Rubens at the Palace whilst visiting London, and we hope your stay with us is enjoyable. Please let us know if there is anything we can do to make your stay more pleasurable, and we look forward to providing you with an outstanding experience.

Yours sincerely,

Charlie Banks
Rooms Division Manager

Please confirm that you have read and accepted these agreed manners with respect to your pet's behaviour.

Name

Signature

Date