

## PET-FRIENDLY POLICY & WAIVER FORM

At Sailing Club Signature Resort Phu Quoc, we are aware that sometimes it is difficult to find suitable care for your four-legged friend and more and more guests wish to travel with their pets. We gladly accommodate your furry friends so that you & your pet can experience enriching moments. In the meantime, we also value the safety and convenience of all our guests, therefore please be informed the following rules:

1. Only dogs, cats, hamsters, and guinea pigs are allowed as pets at the Resort. Other animals shall need approval from Resort Management.
2. A maximum of **two** (02) pets are permitted per villa. Pets shall have a maximum weight of 40 kilograms (88 pounds). Cats shall be limited to domestic or house cats.
3. Pets are allowed only in the villa in which they are registered.
4. Pets will stay for free. However, there will be **a cleaning fee of VND500,000nett/villa/night to be applied**. The fee will be non-refundable.

5. What we're offering at the Resort

- Pawsome welcome drink
- Water bowl
- Disposable bags (subject to availability)
- Pet's leash/toy/bed (subject to availability)
- Pet's food & treat (pre-ordered with additional charge)
- Dog walking service (additional charge and subject to availability)

6. Pets must be leashed and accompanied by their owners in public places at all times. Pets are encouraged to wear diapers and muzzles during their stay.

7. All pet vaccinations, especially anti-rabies must be up-to-date and valid. **The pets' vaccination certificate must be presented to the Front Desk upon check-in.**

8. Pets should not have been sick in the last seventy-two (72) hours. Medical clearance from a certified vet may be required upon check-in.

9. All pets must be clean and completely free of fleas and ticks.

10. Pet owners shall use only the entry and exit points in the main lobby as specified by the Resort Management.

11. Refrain from bringing your pet/s in common and recreational areas within the property such as restaurant, swimming pools (including villa pool and the Park's pool), gym, spa, and back-of-the-house areas.

12. Pets are allowed to stay at the garden/lawn and The Park (except for the pool and kid....) provided that their waste will be cleaned and will be disposed of by their owners in secured disposable bags. At all times, the guest shall maintain and keep the property in a good and sanitary condition.

13. The guest agrees not to leave any pet/s unattended. Cats or dogs left unattended, for a period of more than twenty-four (24) hours, shall be considered abandoned and shall be reported to the proper authorities. The registered guest shall indemnify Resort Management for any costs, losses, or damages which may result from such action being taken.

14. All equipment required for the upkeep and feeding of pets are to be provided by the guest (except for food & water bowls provided by Resort). Under no circumstances shall any equipment within the property be used for animal use, this includes the use of a bathtub, available towels, and linen for your pets. Any use of linen for their pets is to incur corresponding charges. Permanently stained or torn linens will be charged with a corresponding replacement fee.

15. Pet owners will be required to promptly address any complaints made by fellow guests regarding noise or any other such disturbance that may be caused by the pet/s. In the event that any pet becomes overly disruptive or in any way aggressive towards other guests or employees, the pet must be removed from the property. In the event that any pet is considered dangerous by Resort Management, it shall immediately be removed from the property by the guest.

16. During any housekeeping service the guest is requested to keep their pet leashed at all times. The guest may call the Housekeeping Department to arrange a convenient time to service the apartment. If Housekeeping service is not required, the guest may activate the privacy sign in the villa.

17. **An additional security deposit of One million Vietnam Dong nett (VND 1,000,000nett) shall be given per villa upon check-in.** The security deposit will cover any damages incurred which may include but are not limited to, stained bedding, stained carpet, stained linen, scratches on the furniture, scratches on the floor, infestation, extra cleaning that may be required, and/or lost revenue charges while the unit is out of service due to cleaning and repairs. The villa will be inspected upon check out. After confirmation and clearance that no damage was found in the villa and no extra cleaning efforts were required, the security deposit shall be returned.

18. Any damage caused by the pet(s) shall be charged to the registered guest and must be settled immediately upon the presentation of an invoice.

19. The Resort Management and its employees shall not be liable for any loss, injuries, or illness of any pet for any reason whatsoever.

20. The guest shall strictly comply with the Pet Policy Agreement and other rules and regulations which may be issued by Resort Management. Resort Management reserves the right to require villa changes, removal of pet/s from the property, refuse or discontinue service without refund if, in the Resort's sole discretion, the pet is considered dangerous, unhealthy, or likely to frighten, harm, disrupt Resort guests, has damaged Resort property, or for failure to abide by these policies.

21. The guest accepts full responsibility for all liability, claims, losses, costs, and expenses including reasonable attorney fees, for personal injury or property damage that may be caused by or attributed to their pet. The guest agrees to make any reimbursement for such damages on demand.

22. The guest agrees to indemnify, hold harmless and defend the Resort Management, and employees from all liability, claims, losses, costs and expenses including reasonable attorney fees arising out of or relating to any claim for personal injury or property damage caused by or attributed to their pets.

23. Resort reserves the right to cancel the pets owner's booking at any time without refund if any of the above rules and conditions are not followed.

**I've read, understood, hereby agreed to the above regulations and conditions while staying at Sailing Club Signature Resort Phu Quoc with my pet.**

Date: \_\_\_\_\_

(Print name & Signature)

**Pet information:**

Name: \_\_\_\_\_

Species: \_\_\_\_\_

Breed: \_\_\_\_\_

Size/Weight: \_\_\_\_\_

**The following is my information as well as that of my designated contact in case of an emergency:**

My Name: \_\_\_\_\_

Telephone: (Mobile phone preferred) \_\_\_\_\_

Designated Contact: \_\_\_\_\_

Telephone: (Mobile phone preferred) \_\_\_\_\_

**In the event of an emergency, and in the case I cannot be reached, my designated contact will assume full responsibility.**

**I agree to relinquish care of my pet to my designated contact.**

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

