

## ADMISSION REGIME FOR COMPANY ANIMALS

### CONDITIONS

Camping Ezcaba is declared as a “pet-friendly” establishment, admitting both the presence and accommodation with prior confirmation of pets in its facilities, for which their owner must comply with the regime detailed in the following articles.

#### 1. Admission of pets

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

- ✓ Ferrets
- ✓ Cats
- ✓ Dogs whose dimensions do not exceed 100 kg.

1.2. The access and stay of potentially dangerous animals is prohibited according to the normative and regulatory provisions, animals that show obvious signs of danger to people, other animals and things, illness or lack of hygiene, as well as animals in the mating season.

1.3. Customers who wish to stay with their pet in the bungalows available for this purpose must check availability and specify it in the reservation and/or inform the establishment.

1.4. Only 2 pets will be allowed per reservation per room that has been previously confirmed by the establishment.

1.5. At the time of formalizing the reservation, or registering, Camping Ezcaba may require the display of the civil liability insurance policy in force for damages to third parties, which includes in its coverage the persons responsible for the animal.

1.6. Accommodation of pets will incur a supplement per pet per day in accordance with the rates approved by Camping Ezcaba.

1.7. The pet must have the mandatory vaccinations and comply with all the regulatory requirements required for its possession (identification microchip, certificate of ownership), for which Camping Ezcaba reserves the right to request the exhibition at any time. of the stay of the pet, any documentation that is appropriate to prove such circumstances.

1.8. Owners of pets who are or stay at Camping Ezcaba must comply with the provisions of Law 7/2023, of March 28, on the protection of the rights and well-being of animals, regarding the obligations and prohibitions imposed by said regulation, or regulations that replace it.

1.9. Potentially dangerous dogs will not be accepted on the campsite: Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier, Rottweiler, Dogo Argentino, Fila Brasileiro, Tosa Inu and Akita Inu.

## 2.- Conditions of permanence and stay of pets

The presence and stay of pets at Camping Ezcaba will be subject to the following rules:

### 2.1. Common areas and spaces

- Pets must remain in the common areas and spaces together with their owners, complying with the safety standards that are required of them, so that they do not put the integrity of the rest of the clients, staff of the establishment or their own at risk. . In particular, cats and ferrets should remain in these areas in their carrier. Dogs may be in a carrier or with a collar and leash that meets regulatory requirements, as well as a muzzle, when applicable.
- It is prohibited to feed pets in common areas and spaces outside of places specifically enabled for this purpose. The client must have tools designed for this.
- Owners of pets are obliged to collect any defecation and urine that may occur in these areas.
- The presence of pets is prohibited in the following areas and common spaces: Sports courts, swimming pool area, changing rooms, laundry, bar-restaurant, terrace area (except in the area designated for pets), supermarket and recreation area childish.

### 2.2. Restaurant-bar area

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

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

- The presence of pets is allowed in the area designated for pets on the terrace, provided that:

- The owners or those responsible for the animals are informed of the access requirements.
- The animals are restrained by a leash, in a carrier or controlled by other means.
- The animals show adequate behavior and hygiene, without obvious signs of disease such as diarrhea, vomiting, presence of external parasites, abnormal secretions or open wounds.

- Animals must be prevented from coming into contact with the equipment and supplies of the premises, with the staff of the establishment, as well as with the surfaces of the tables and the bar and, in case of contact, the affected areas will be cleaned and disinfected with the right materials.
- They are fed or watered using, in any case, tools expressly designed for animal feeding.
- The establishment has cleaning supplies for exclusive use in case the animals urinate, defecate or vomit.

o Food intended for diners should not be given. Dogs must remain with their owner without hindering passage areas or disturbing the normal functioning of the service.

o Staff must refrain from touching the animals

o The establishment may limit the capacity to a maximum number of dogs, and may require prior reservation to accommodate the client and their dog in the most comfortable place.

### **2.3. Accommodation in pitches/bungalows**

- Pets may not be left alone in the accommodation unit (plot or bungalow). They must always have the presence of their owners.
- The owners of the pets must ensure that the pets do not cause annoying noises that could prevent the rest of the clients from resting.
- Owners of pets must prevent them from climbing on the beds, armchairs and other furniture in the bungalows.
- Owners of pets must refrain from using bathtubs, showers, sinks and other toilets to bathe them.

## **3.- Permanence, acces and stay of assistance dogs**

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

3.2. The access, permanence and accommodation of assistance dogs for people with disabilities is subject to the provisions of regional regulations, and may be as follows:

- You must carry and display the document proving your identity, the bonding unit card and the official health documentation of the assistance dog.
- You must keep your assistance dog identification badge placed in a visible place, on the dog's collar or harness, in addition to the microchip required by animal protection/health regulations.
- You must keep the assistance dog at your side with the appropriate restraint and safety measures in accordance with its breed.
- Access of assistance dogs is prohibited in food handling areas and exclusive access to hotel establishment staff; swimming pool water.

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

- In case of serious imminent danger for the user, a third person or the assistance dog itself.
- When the animal presents symptoms of illness, manifested alternatively or accumulated through signs of fever, abnormal alopecia, diarrheal stools, abnormal secretions, signs of skin parasitosis, wounds that, due to their size or appearance, pose a presumed risk to people or are evident. lack of cleanliness or attention

#### 4.- Early termination of stay and liability

- 4.1. It may lead to the cessation of the stay and accommodation of pets, non-compliance with this Regime for the Admission of Pets, as well as its indicative signage, without the hotel establishment being obliged to refund any amount to the client.
- 4.2. In case of refusal to vacate the establishment, its owner may request assistance from the authorities' agents.
- 4.3. In the event of non-compliance with the obligations and prohibitions included in the sector regulations as owners and/or responsible for the housed pets, the establishment reserves the right to report the situation to the competent administrative authorities.
- 4.3. The owners of pets that are or stay at Camping Ezcaba will be responsible for the damages, losses and inconvenience they cause to people, other animals, and property that they cause.
- 4.4. Camping Ezcaba reserves the right of recourse against the owner of the pet for the amounts they have had to pay to compensate for damages caused to third parties during their stay at the establishment.