




**Policies and Procedures**

<b>Department</b>	FO / Housekeeping/ Marshals / Admin	<b>Date Initiated:</b>	June 24, 2021
<b>Subject</b>	Pet Friendly Policy	<b>Date Revised:</b>	January 18, 2023

Cala Laiya may be a pet-friendly resort but policies and procedures must still be adhered to so as to maintain cleanliness and order, as well as consideration to other guests.

1. Guests must be made aware of the limitations and restrictions, especially on the following:
  - a. Dogs and cats only
  - b. Maximum number per casita = 2
  - c. Maximum weight = 20 kilos
  - d. Pets shall have maximum sizes small and medium ONLY. Please refer to the below image.

DOG	SIZE	BREED
	SMALL	Dachshund Jack Russel Yorkie Maltese Pekingnese Pug Chihauhau
	MEDIUM	Beagle Staffie Westie Scottie Spaniel Minature Schnauzer Bull Terrier Boston Terrier Fox Terrier
	LARGE	Rottwieler Labrador Boxer German Sheperd Pitbull Bull Dog Golden Retriever Husky Great Dane

*Note: A green checkmark is placed over the SMALL and MEDIUM rows, and a red X is placed over the LARGE row.*

2. Pet fee of P1,500++ per pet per night must be charged and settled as part of the advanced full payment.
3. Pet(s) must be declared by the guest prior to check-in/registration. Undeclared pets will not be welcomed.
4. For the safety and comfort of your pet, Housekeeping will enter your room only if: (a) your pet is not present, or (b) you are present and can monitor your pet (dogs must be on a leash), or (c) your pet is caged.
5. Pet Policy must be sent to guests prior to check-in for their signature.
6. Upon check-in, Pet policy must be discussed with guests especially the part where it is their responsibility to clean up after their pets and the P1,000 fine when in violation.
  - a. When in violation of the clean- up policy, support the charges with a still shot taken from the CCTV footage proving the violation.
  - b. Attach the still shot to the signed Pet policy of the guest and present to the guest when charging.
7. Secure the signed Pet Policy and place it in the folio of the guest.
8. Marshals, Housekeeping, Security must be vigilant in watching over guests with pets roaming around.
  - a. Call the attention of the guest when their pet is causing problems.
  - b. Provide some assistance when possible by giving paper for cleaning up.

For your guidance and strict compliance.



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