

STARHOTELS®

L'ITALIA NEL CUORE

- Pets behavior must be controlled by their owner in order not to disturb other guests.
- Owners are directly responsible for any damage caused to other guests by their pet.
- Leaving animals unleashed inside the hotel or in the common areas is not allowed; transit is allowed only provided that, in case of dogs, they are accompanied and with leash and muzzle, and in case of cats, they are kept inside their carrier.
- Pets can access and stay in all the areas where food and drinks are served only provided that, in case of dogs, they are accompanied with leash and muzzle, and in case of cats, they are kept in their carrier. Pets cannot be held.
- Pets cannot access the conference rooms (service dogs are the only exception).
- Pets cannot climb on armchairs, chairs, tables, etc.
- Pet owners are responsible for the repair and/or replacement of any object that might have been stained or damaged by their pet. An official communication from the hotel regarding any damages caused by their pet will take place within 12 hours from the check out, after a thorough inspection carried out by the hotel staff.
- Pets can be left alone in the hotel rooms during their stay (day and night). This must be clearly communicated positioning the dedicated tassel on the external door handle. If cats are left alone inside the room, they should be placed inside their carrier. For any communication regarding the behavior of pets left alone in the room, owners must leave a contact number at the reception desk. Moreover, in order to guarantee regular cleaning operations, an hourly range will be established when cleaning staff will be able to clean the room without the pet being present.
- Bed linen and bathroom linen cannot be used for pets (grooming, bedding or any other use).

The Management