



RAMLA BAY RESORT

# Dog Welcome Policy

A calm, respectful approach to welcoming dogs



This is a resort environment first  
and our approach balances warmth with clear boundaries.

## Our Philosophy

At Ramla Bay Resort, we welcome well-behaved dogs as part of modern travel.

Our approach balances warmth with structure. This is a resort environment first. Clear expectations protect the comfort of dog owners, non-dog guests, and our team.

Dog inclusion works when responsibility is shared and boundaries are respected.

## Which Dogs Are Welcome

Well behaved dogs are welcome, subject to prior confirmation.

Acceptance is based on temperament, training, and responsible ownership rather than breed alone. The hotel reserves the right to decline or withdraw acceptance of any dog displaying behavior deemed unsafe, disruptive, or incompatible with the resort environment.

All dogs must:

- Be in good health
- Be free from parasites
- Be up to date with standard vaccinations prior to arrival. The hotel reserves the right to request proof of vaccination upon arrival.

All dogs must be prebooked and confirmed before arrival. Dogs arriving without confirmation cannot be accommodated.

A maximum of two dogs per room applies.

Other domestic pets and exotic animals are not permitted.

## Rooms & Booking

Dogs are accommodated exclusively in designated dog friendly rooms, which are limited in number and subject to availability. A daily fee of EUR 40.00 per dog applies.

Dogs are not permitted in rooms other than those specifically allocated as dog friendly.

The hotel operates a capped number of dog friendly rooms per day to protect guest comfort and service standards.

## Arrival & Orientation

Dog friendly rooms are prepared in advance with a discreet welcome setup, including bowls and a designated resting area.

On arrival, owners receive a short orientation outlining dog friendly areas and essential guidelines. A contact number reachable at all times during the stay is required.

## Where Dogs May Go

Dogs are welcomed in designated outdoor and indoor areas and approved pathways across the resort grounds.

For hygiene, safety, and guest comfort, dogs are **not permitted** in:

- Indoor or outdoor pool areas
- Buffet restaurants
- Spa, wellness, and fitness facilities
- Turf or cultivated green areas
- Any other restricted zones as advised

Service dogs are accommodated in accordance with applicable regulations.

## Breakfast & Dinner

Breakfast and dinner are served in Bnin, the designated dining venue for guests accompanied by their dog. Owners may enjoy a varied selection from the Terramar buffet, located adjacent to Bnin; however, dogs are strictly not permitted inside the buffet restaurant or at the buffet counter at any time.

Owners who wish to select items from the Terramar buffet must do so without their dog present inside Terramar. Dogs must remain in Bnin under the supervision of another member of the party, or alternatively, owners may opt for a plated breakfast or dinner service delivered directly to their table in Bnin when Terramar is closed.

This arrangement ensures hygiene, guest comfort, and the smooth operation of the dining areas while allowing dog-owning guests to enjoy the same culinary offering in a controlled and respectful manner.

## Behavior & Supervision

Dogs must always remain leashed and under direct physical control in all public areas.

Dogs must not roam freely in corridors or public areas.

Dogs must not be left unattended in the room for extended periods. The hotel may contact the owner if disturbance is reported. The hotel reserves the right to determine what constitutes an extended period based on circumstances.

Owners are always fully responsible for their dogs, including behavior in corridors, terraces, and public areas.

Persistent barking, aggressive behavior, or signs of distress will be addressed immediately and may result in further action if not resolved.

## Hygiene & Public Areas

Owners are expected to clean up after their dogs immediately in all areas of the resort.

In the event of any accident in corridors or public spaces, the owner must clean the area promptly. If assistance is required, the Front Office must be informed immediately so sanitation can be arranged. Where professional sanitation, deodorization, or deep cleaning is required due to a pet related incident, the hotel reserves the right to apply a cleaning charge reflecting the operational cost required to restore the affected area. A minimum cleaning charge of €40.00 applies, with higher charges applied where professional sanitation or treatment is required. Cleaning charges reflect the actual operational cost of labor, materials, and restoration required.

## Housekeeping & Room Standards

For safety and hygiene reasons, housekeeping services dog friendly rooms only when dogs are secured or not present.

All dog friendly rooms receive enhanced cleaning as part of our standard procedure.

If additional deep cleaning is required due to odor, staining, excessive hair, or damage, charges may apply.

## Pet Amenities

All pet amenities provided in the room, including bathrobes, bowls, mats, and accessories, remain the property of the hotel unless clearly offered for purchase.

Items not returned upon departure will be charged at replacement cost and posted automatically to the guest account. Selected pet items may be available for purchase upon request.

*By confirming a dog booking, guests acknowledge and accept that replacement charges and any other charges outlined in this Dog Policy will be applied where applicable in accordance with documented operational requirements.*

## Damage & Cleaning Deposit

Owners are responsible for any damage, excessive cleaning, sanitation treatment, or missing items resulting from their dog's stay.

A €100 preauthorization is held on arrival as a cleaning and damage deposit.

Upon departure, the room will be inspected. If no excessive cleaning, damage, or missing items are identified. The preauthorization will be released within 24 hours of inspection; however, the release timeframe may vary depending on the issuing bank.

Charges apply where operationally necessary.

## Respect for the Resort Environment

Ramla Bay Resort is a shared environment.

Any aggressive behavior, repeated disturbance, or disregard for resort guidelines may result in additional charges, relocation to a suitable alternative room within the property. In serious cases of noncompliance, the hotel reserves the right to terminate the stay. Refunds, if there are any, will be determined at the hotel's discretion based on the circumstances.

This measure is rare but essential to protect the experience of all guests.

## A Final Word

A successful dog-friendly stay relies on mutual respect.

When expectations are clear and responsibility is shared, dogs are welcomed naturally, calmly, and without friction.

That is the standard we uphold.

Thank you for your support and wish you a lovely experience at the Ramla Bay Resort

