



Hilton Dog Friendly Room terms and conditions

★ Make sure to read these terms and conditions before your booking or stay.

When booking and staying with your dog on the premises of Hilton Odawara Resort & Spa, thank you to understand the following conditions in order to secure joint benefits with other guests and hotel users to maintain a favorable living environment. (These Terms of Use do not apply to assistance dogs.)

Hilton Dog Friendly Rooms (hereinafter called Dog Friendly Rooms) are rooms that are especially designed to make your stay meaningful with your dog, which in principle meets the requirements of the Hotel.

****Conditions****

To stay in a Dog Friendly Rooms, one must meet the following conditions and fill out and sign the "Hilton Dog Friendly Room Accommodation Agreement" in advance.

1. Your dog must be toilet trained.
2. Be able to sleep in a cage.
3. Must be vaccinated against rabies and viral infections (5 or more mixed vaccines) and must be inoculated for more than 2 weeks and less than 1 year.
4. Healthy and not being in the treatment of any illnesses or injuries.
5. If your dog is a female, it should not be in her estrus period.
6. Not aggressive to others or other dogs.
7. A dog which the owner can always control.
8. Submit the "A Consent Form for Staying and Lodging in a Hilton Dog Friendly Room " when making a reservation. Also, submit a copy of the vaccination certificate, however, for dogs that cannot meet the vaccination requirements as described above, please ask your veterinarian to issue a "Certificate of grace" and submit a copy.
9. Please note that up to 1 dog per room is allowed. (Up to 18 kg in weight, the dog must be completely stored in a carry bag etc., and accommodated in the cage size "Width 1,305 mm× Height 700 mm× Depth 630 mm" and also small to medium-sized dog)
10. Hotel will not be responsible to keep the dog for you.

**** During your stay with your dog****

Please observe the following manners during your stay.

1. During your stay with your dog
2. Your dog must be carried in a cage or crate in the hotel buildings. He/She Must always be leashed in the Hotel premises.
3. Your dog should not sleep in the bed with you. (Let them sleep in the provided cage.)
4. Please do not brush nor trim their fur in the room.
5. Do not brush your dog at the dog runs on the hotel premises.
6. When your dog goes to the toilet, please use the toilet sheets or out go outdoors. (please refrain the restaurant terrace).
7. Hotel facilities such as Chapel and Bade building (2 & 3F) where the dogs are not allowed, except designated areas such as Dog Friendly rooms, dog runs and restaurant terraces are allowed. (excluding guide dogs).

If any damage done to the buildings, furniture, fixtures, equipment, plants, or/and towards our staff, the hotel will compensate for the damage at its judgment.

The Hotel will not be liable for any injuries or damage caused to other guests by the dog, or if the dog is injured or deceases.

This dog friendly room provides a room to spend time with your dog, therefore we do not look after your dog, so please manage your pet at your own risk.

In the event that your dog suffers an unforeseen accident while staying with us, we will not be liable for such damage unless there is any intentional or gross negligence at the hotel. In addition, we will not be liable for any trouble between other customers caused by your dog, except in cases of intentional or gross negligence at the hotel.

Please note that you and your dog may be refused to stay with us if there is any falsehood in the content of the application or if you and your dog violates these Terms during your stay and cause inconvenience or accidents to other guests.

The Hotel will comply with the Act on the Protection of Personal Information and other related laws and regulations, establish a management system for the protection of personal information, and disseminate and thoroughly inform employees. In addition, personal information received from customers will not be disclosed or provided to third parties unless there is a customer's consent or there is a justifiable reason.

Hilton Odawara Resort & Spa
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Kanagawa Pref.
General Manager