



Hilton Dog Friendly Room Terms

★ Make sure to read the terms and conditions before booking or staying.

When staying with your dog on the premises of Hilton Odawara Resort & Spa, we ask you to understand the following confirmations in order to secure joint benefits with other guests and hotel users and maintain a favorable living environment. (These Terms of Use apply to pets other than assistance dogs.)

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

****Conditions****

You can stay in a dog-friendly room by meeting the following conditions and by filling out and signing the "Hilton Dog Friendly Room Accommodation Agreement" in advance.

1. The toilet is well-terred.
2. Being 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 (however, for dogs that are inappropriate as described above, ask the veterinarian in charge to issue a "grace certificate" and submit a copy)
4. Not being in the treatment of illness
5. Dogs are not the estrus period
6. Not being aggressive to others or other dogs
7. Be a dog that the owner can always control
8. Guests wishing to stay shall complete the reservation procedure in writing with the "Dog Friendly Room Accommodation Agreement". Also, submit a copy of the vaccination certificate.
9. Up to 2 dogs per room are allowed. (Up to 18 kg in weight per dog, cage size width 1,305 mm× height 700 mm× medium-sized dog that can be stored in depth 630 mm)

****Accommodation Manners****

Please observe the following manners during your stay.

1. Shampoo or take a bath before your trip.
2. If you are moving from your room to an adjacent guest dog run, carry it in the building and always put a leash outdoors (except in a dog park).
3. Do not use bedding. Have them sleep in the provided cage.
4. Do not trim in the room.
5. Do not brush at dog park on the hotel premises

6. Excretion of dogs should be made in toilet seats or outdoors (please refrain from on the restaurant terrace).)
7. Access to hotel facilities (chapel and bade building) other than designated places such as dog-friendly rooms, dog park and restaurant terraces is not allowed. (excluding guide dogs)

Buildings, Furniture, In the case of fixtures, fixtures, plants, staff, or other damages, the hotel will compensate for the damage at its judgment. The same may apply if any damage is caused to the hotel or a third party due to the accompanying dog.

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 dies.

This dog friendly room provides a room to spend time with your dog, and we do not keep your dog, so please manage it at your own risk.

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

In addition, please note that if equipment such as the building or the room is damaged or dirty, it will be charged at the actual cost.

Please note that guests and their dogs may be refused accommodation if there is a falsehood in the content of the application or if the guest and his dog violate these Terms during their 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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