Guest Pet Policy at ONENESS Rishikesh

Dear Guest,

We welcome you and your furry member to ONENESS. To ensure a comfortable and safe stay for yourself and fellow guests, please observe the following guidelines:

1. The pet must be at least one year old, fully trained and be always kept on a leash on the Resort property, unless in the guest's cottage.
2. Guests are to confirm the number and breed of pets upon booking. Limitations may apply. For a comfortable stay for you and your pet, a maximum of 1 pet is allowed per Luxury cottage and 2 pets per Family Cottage. Dogs banned by Govt. of India (Read here) are not allowed at the Resort.
3. Kindly bathe and groom your pet before arriving at ONENESS to avoid odour issues for future guests.
4. A **non-refundable fee of ₹2,000 per pet, per day** as pet charges will be collected upon checking in. For this charge, we will provide a dog bed, water bowl, and disposable paper for guests to clean their dog's excreta. It also includes the cost of cleaning the room and making it ready for next guest. This charge DOES NOT include cleaning of linen, bed, defecation, urination during the pet's stay.
5. The Resort has a designated dog relieving area. Newspapers and dustbins are provided for guests to properly dispose of the waste.
6. If additional cleaning is required during the stay due to pets defecating or urinating on resort linen, guest rooms, or public areas, **an extra charge of ₹1,000 will apply**, on top of the ₹2,000 **for each instance** of extra cleaning during the stay.
7. Dog food is charged additionally.
8. We do not offer cleaning services for dog urination/defecation on the Resort grounds - owners are responsible for cleaning the same.
9. Pet Shoes: To ensure the safety and cleanliness of all common areas, pets are required to wear shoes at all times.
10. Scooper Requirement: Guests must carry a scooper for their pets when in the premises to maintain cleanliness and hygiene.
11. We welcome all well-mannered dogs. Kindly ensure your pet does not display dangerous or unacceptable behaviour, including, but not limited to, biting, excessive noise (such as barking), evidence of disease, or urination/defecation in non-designated areas and/or cottage.
12. Guests are responsible for all property damage (including but not limited to in-room furniture, bed linen, towels, curtains etc.) and/or personal injuries resulting from their pets. The Resort reserves the right to charge the guest's account commensurate with the cost of any damages. If any linen or furniture or resort property is found damaged permanently or partially then repair or replacement charges will apply and will have to be brone by the guest.
13. Guests must **NOT allow their pet to sleep on the guest bed or on other room furniture** due to their fur and only use the beds provided.
14. Please leave the pet bed and water bowl behind in good condition for the next guest. The hotel reserves the right to charge the guest's account commensurate with the cost of any replacement fee.
15. For the safety and comfort of your pet, Housekeeping and Room Service 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).
16. Dogs are strictly not allowed in the restaurant area.

Guest Declaration

I agree to observe the guidelines above and to be liable for all property damages and/or personal injuries resulting from my pet. I further agree to indemnify and hold harmless the Resort and its owners from all liability and damage as a result of my pet. The hotel reserves the right to charge my account commensurate to the cost of such damages.

Guest Signature

We hope your stay with us is enjoyable and we look forward to welcoming you again soon. Thank you for all your cooperation.