

## About Luxy Pet Hotel;

By planning ahead, you can reduce your worries about leaving your pet behind while you're planning your vacation because **Nirvana Hotels** is offering a unique service for their guests, it's "**Luxy Pet Hotel**". Taking your pet with you is the best option, Luxy Pet Hotel is a very unique services created for Nirvana Hotels.

When you and your pet first step into Nirvana Hotels, you will enter an entirely new experience where you are greeted and cared for like family. While you're spending your holiday in your room or hotels' general areas, your pet will stay in special designed Luxy Pet Hotel like it's home that is located in an independent building that a few steps far from you inside the hotel area. Our professional team will take your pet during their accommodation for their comfort and joy. Special designed pet rooms, lobby area, reception and pet shop is available in Luxy Pet Hotel and special designed walking routes, activity areas, toys are ready for them. 24-hour based observation and care has been offering at the Luxy Pet Hotel.

## Services;

### Dog Boarding & Care

- Luxy Pet Hotel features a variety of suite options to choose from and play areas designed for all breeds, sizes, and personalities.
- Specialized care and love from our highly trained, professional staff.
- 24-hour Supervision & care by staff and our guests are able to monitor their pets through live-cam from their mobile device
- Fun & socialization for mind-body bliss in our extended hour's daycare.
- One-on-one attention for each and every pup.
- Attention to your dog's every need, including medication administration and dietary requirements, as needed.
- Special designed walking routes for pets and owners inside the hotel (**collar is mandatory** while walking)
- Continuous Fresh Water switched out regularly during day time.
- Breakfast & Dinner Service plus snacks will be offered according to your pet's routine.
- Comfortable Bedding will be offered in their suites.

### Accommodation and Care of Cat Friends;

- Luxy Pet Hotel has specially designed accommodation rooms for cats with some mini activities. The cat accommodation area is designed in a separate area from the dogs' accommodation areas.
- Our highly trained professional staff will pay special attention to your cat.
- Surveillance is carried out by our staff for 24 hours and you have the opportunity to watch your cat staying in the room/unit with a live camera from our guest's mobile device.
- We carefully consider all of your cat's needs, including medication administration and nutritional needs.
- The drinking water that your cat need is constantly and regularly renewed during the day.
- We plan breakfast and dinner according to your little friend's routine.
- We provide a comfortable sleeping area and equipment for your cat's comfort.

**If the pet owner wants to stay with his/her pet in the same room other than the pet hotel, we kindly ask you to contact your tour operator, agency or hotel officials in advance for availability of the specific rooms suitable for pet accommodation and additional price information.**

### Pet SPA, Hairdresser and Special Care

Would your pet enjoy a relaxing massage, pedicure or brushing? Our experienced veterinarians and expert care staff are ready to provide consultancy services for your lovely friends! A very special concept of the Luxy Pet Hotel is carefully applied to meet all the other needs of your pet, from basic features such as hairdresser, nail care, tooth brushing or special cleaning to advantages such as one-on-one play activities. In order to experience the best alternatives to pamper your pet, you can add special care services to your general package in addition to the accommodation service of your lovely friend at Luxy Pet Hotel. The services provided in this context are carried out within the determined extra charge.

**Below we present our services, room types and the number of rooms in which pets can stay in the same room with our guests.**

- **Nirvana Cosmopolitan - Lara:** 7 'Superior Standard' rooms on the ground floor with balconies overlooking the garden. The balconies are specially designed for pets and located in close proximity to the walking area.
- **Nirvana Dolce Vita - Tekirova:** 'Pet Friendly' accommodation in 10 rooms called 'Foresta', built of cedar wood and located in the forest in one of the most private areas of the hotel. In addition, for our guests who prefer a higher category of accommodation, we would like to inform you that they can spend their holidays with their pets in 3 Superior Villas, 2 Deluxe Villas and 1 Grand Villa.
- **Nirvana Mediterranean Excellence - Beldibi:** 'Pet-Friendly' 7 'Cedar House Forest View' rooms surrounded by cedar trees and 4 'Cedar House Lagoon View' rooms with pool views. Moreover; for our guests who prefer higher category of accommodation, we would like to declare that pets can spend their holidays with our guests in 2 Villa Cedar and 1 Villa Royal.

### General Information & Rules

- In order for your pet to have a comfortable and trouble-free stay at Luxy Pet Hotel, we kindly ask you to visit your veterinarian before your trip to obtain a report card showing that it is healthy, it had a regular vaccination, parasite, flea or tick treatments and regularly used medications.
- We ask you to make sure that your mobile phone number is written on your pet's collar.
- If your pet has a different food from the food options offered by Nirvana Hotels, you should take the food with you, as well as all medicines, instructions, health documents, emergency contact information, your veterinarian's contact information and a few pet toys.
- Provide Luxy Pet Hotel with the nutrition of your dog or cat, the dosages of medicines, if any, and other important information before your arrival. We kindly ask you to send us your suggestions for solutions to behavioral problems that may arise during your absence.
- It may be a good option to leave an unwashed item of clothing with your dog or cat to relax with your scent while you are away. (Optional)
- Inform your travel agency or reservation channel about your pet's type, age, breed, nutritional requirements and please confirm that your pet has been booked at Luxy Pet Hotel.
- The Luxy Pet Hotel provides pet food brands such as Royal Canin, Proplan and etc. for cats, small breed dogs and large breed dogs. Shown brand foods are served in accordance with the food routine specified as included in the nightly accommodation fee of Luxy Pet Hotel. Please inform your reservation officer if your pet uses other dog/cat food other than the one offered by the hotel. Luxy Pet Hotel will search for the same brand of food and, if found, will be able to provide the requested food with an additional fee.
- You have the opportunity to travel with your pet on the PET ROUTEs determined in the facilities, provided that they are on a leash.
- Availability in the guest rooms of Nirvana Hotels does not mean that there is also availability in Luxy Pet Hotel. Therefore, our guests who want to come with their pets must obtain availability and confirmation for Luxy Pet Hotel through the relevant sales channel at the stage of purchasing their accommodation.
- Luxy Pet Hotel provides 24-hour-based medical veterinary CONSULTING within the scope of business partnership with legally licensed veterinary companies that are experts in their fields. Veterinary service is subject to pay according to the fee schedule determined outside the general control practices.
- Nirvana Hotels Luxy Pet Hotel reserves the right to unilaterally change the content and service details at any time.



# NIRVANA

HOTELS

## Pricing Information



### Price list for Your Pet's Accommodation at Luxy Pet Hotel

<b>Luxy Pet Hotel'de Konaklama</b>	<b>€</b>
Caged pets other than pet (Bird, Hamster, Guinea Pig etc.) *	15 €
1 Cat or 1 Dog - ... - 14,99kg	30 €
1 Dog - 15kg - 29,99kg	40 €
1 Dog - 30kg or over...	50 €
<b>VAT is included in posted prices.</b>	
<b>The business has the right to revise and change all price and service contents unilaterally and independently.</b>	

*VAT is included in posted prices. The business has the right to revise and change all price and service contents unilaterally and independently.*

#### **Caged Pets (Bird, hamster, etc.) (\*)**

• Caged Pet category has been added. All care, material and feeding etc. services belong to the guest himself. Foods will be included in the price if requested, with prior notice. Bird, Hamster, Rabbit, Guinea pig etc.

#### **Classic cat unite**

- Cozy unite in a specially designated area for cats
- Toy mouse and climbing tower in the room for each cat
- The amount of food ration (food and water) indicated by the pet owners is included in the daily accommodation fee.

#### **Classic dog unite**

- Cozy open-air unite in a place specially designated for dogs
- The amount of food ration (food and water) specified by the pet owners is included in the daily payment for accommodation.

### Prices for accommodation of pets with their owners in certain room categories in Nirvana Hotels

<b>Pet Friendly Hotel Room Accommodation</b>	<b>€</b>
Caged pets other than pet (Bird, Hamster, Guinea Pig etc.) *	20 €
1 Cat or 1 Dog - ... - 14,99kg	40 €
1 Dog - 15kg - 29,99kg	50 €
1 Dog - 30kg or over...	60 €

*VAT is included in posted prices. The business has the right to revise and change all price and service contents unilaterally and independently.*

#### **Caged Pets (Bird, hamster, etc.) (\*)**

• Caged Pet category has been added. All care, material and feeding etc. services belong to the guest himself. Foods will be included in the price if requested, with prior notice. Bird, Hamster, Rabbit, Guinea pig etc.

#### **Cats:**

- Toy mouse and climbing tower in the room
- The amount of food ration (food and water) specified by the pet owners is included in the daily payment for accommodation.

#### **Dogs:**

- The amount of food ration (food and water) specified by the pet owners is included in the daily payment for accommodation.

### Pet Assistant & Equipment Rental

- Day care and support services are free for 1 hour, and after 1 hour - 5 € per hour for each pet.
- We have a 4-wheel dog stroller services for your pets that can be rented with a daily payment of 10 €.
- Dog Walking fee is 10€ per hour.
- Night Care-Night Care service. Co-sleeping service under the supervision of the Staff and in the staff room. It is charged as half of the Accommodation Fee in addition to the overnight accommodation fee.
- For our guests who require special care/attention, an extra 10 € per day is charged in addition to the nightly accommodation fee. Special Care; It includes special care and instant room cleaning of our female paw friends who have defecation problems or are in their period. Every material to be used for special cases is chargeable. Pad, bedding cloth etc. Guests can bring their own as well.
- A sibling discount is applied for the second pet belonging to the same family.
- ***All materials left in the Pet Friendly Rooms for the comfort of our furry friend belong to the hotel and cannot be taken. If desired, it can be purchased from the Luxy Pet Shop for the furry friend.***

### Areas and Rules that can be used with Pets in NIRVANA HOTELS Branded Facilities;

Below we provide information on restaurants and hours when pet owners can receive food with their pets.

#### NIRVANA COSMOPOLITAN LARA;

- Fellini Restaurant Terrace - Ch'i Vegan Restaurant Terrace – Main Restaurant Terrace – Sea Club Terrace: Guests can receive service only on the terrace, which is an open area, except for the A La Carte service hours from 19.00 to 22.00.
- At the Relax Pool area, your pet can be kept outdoors in a closed carry bag or/and on a leash, provided that it does not enter the pool.
- Special PET FRIENDLY BEACH is at your service for our little furry friends.
- According to the hygiene rules in the food and beverage serving areas, it is absolutely not allowed to give food, etc. to pets...

#### NIRVANA DOLCE VITA TEKİROVA ;

- Main Restaurant Terrace (09:00-20:00), Open Garden Bistro Terrace, Havana Bar Terrace, Sea Club Terrace (within availability): Guests can receive service only on the terrace, with their pets and except for the A La Carte service hours from 19.00 to 22.00.
- At the İstanbul Relax Pool area, your pet can be kept outdoors in a closed carry bag or/and on a leash, provided that it does not enter the pool.
- Special PET FRIENDLY BEACH is at your service for our little furry friends.
- According to the hygiene rules in the food and beverage serving areas, it is absolutely not allowed to give food, etc. to pets...

#### NIRVANA ME BELDİBİ;

- Main Restaurant Terrace (09:00-20:00), Lower Terrace of Welldone Grill House Terrace (12:00 –17:00) and Aqua Snack Terrace (12:00 –17:00): Guests can receive service only on the terrace, which is an open area with their pets.
- Special PET FRIENDLY BEACH is at your service for our little furry friends.
- According to the hygiene rules in the food and beverage serving areas, it is absolutely not allowed to give food, etc. to pets...

**The hotel's management does not carry any responsibility for the pet staying at the 'Luxy Pet Hotel' or with the guest if the required forms are not completed and / or sent to us at the booking stage, and the pet will not be allowed to stay in this way.**

**If the hotel's management discovers that a guest with their pet is using places other than those designated for staying with a pet, and, despite warnings, the guest continues to act against these rules, the hotel's management will send the necessary notifications to the agency / operator to terminate the guest's stay. In this case, the hotel has the authority to cancel the remaining reservation days without a refund..**

The guest agrees in advance that he/she will comply with the rules determined from the moment of checking into the hotel with his/her pet.

For all questions and requests, you can contact Luxy Pet Hotel or our central booking and sales office.  
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Best regards and wishes,  
Nirvana Hotels | Luxy Pet Hotel