



Royal Isabela Pet Policy

In order to protect the safety and tranquility of our guests, visitors, and employees, pets are not permitted on our property, including but not limited to the casitas, guest accommodations, golf course, dining establishments, common areas, and property grounds.

Service Animals: Legal Requirements

In Puerto Rico, the rights and obligations related to service animals in lodging establishments (hotels, inns, and similar accommodations) are governed primarily by federal law, specifically the Americans with Disabilities Act (ADA), which fully applies in Puerto Rico.

Under the ADA, lodging establishments that serve the public must allow service animals to accompany individuals with disabilities in all areas open to guests, including guest rooms, lobbies, common areas, and on-site restaurants.

A service animal is defined as a dog or animal that has been individually trained to perform specific tasks or work directly related to a person's disability. Service animals are not considered pets.

What Lodging Establishments May NOT Require

Hotels and lodging facilities may not:

- Deny access or lodging to a guest because they have a service animal, even if the property has a "no pets" policy.
- Charge additional fees, deposits, or cleaning charges for a service animal.
- Require documentation, certification, identification cards, or proof of training for the service animal.
- Ask questions about the nature or severity of the guest's disability.
- If it is not obvious that the animal is a service animal, staff may ask only two questions:
 - Is the dog a service animal required because of a disability?
 - What work or task has the dog been trained to perform?

Please note this policy applies to all areas of the hotel, dining establishments, golf course, and property.

