

The logo for Casa Cara, featuring the words "CASA CARA" in a white, serif font inside a dark grey, rounded rectangular frame with decorative corners.

CASA CARA

Veterinary Restrictions

Casa Cara has adopted a NO PETS policy on our property. As much as we love them, unfortunately we are unable to accommodate pets in our rooms, common areas, Restaurant, parking lot, in vehicles, or on the grounds.

- No live animal may be brought into, or removed from the Casa Cara Lodge. That is why NO PETS ARE ALLOWED here.
- No raw, wild-animal derived products such as meat, bones, organs and hides may be brought into or removed from Casa Cara Lodge.
- Raw meat and dairy products may be brought into Casa Cara Lodge for your own consumption. However, no raw products from cloven hoofed animals (milk or meat) will be allowed to leave Casa Cara Lodge through any of the entrance gates.
- Commercially packaged fish and poultry are exempt from these restrictions.
- Fully processed curios are exempt from these restrictions.

Casa Cara Lodge shares its lovely location with wildlife such as monkeys, snakes, iguanas. To keep your pet safe and happy, we kindly ask you to please leave them at home. There is also vehicle and bike traffic that could pose a safety issue for pets.

Generally, animals are not allowed at Casa Cara. However, service animals are permitted in all areas where guests are allowed. Only dogs are recognized as service animals. Service animals are dogs that are trained to perform a specific task for the benefit of a person with a disability. Service dogs are working animals, not pets. The work or task a service animal has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals.

The following types of animals are not permitted: •

- Comfort Animals: Animals not trained to perform a specific task, but which are said to provide emotional support or to relieve anxiety simply by their presence (for example, by the passenger holding or stroking the animal).
- Pets: Animals for which no claim of any service is made.
- Search and Rescue Dogs: Animals that are trained generally, but not to assist a particular disability. * If the guest feels an exception needs to be made for search and rescue dogs, contact the Casa Cara Lodge personnel for assistance.

Control of Your Service Animal

You must keep your service animal under control at all times. The animal should always be on a leash, harness or other tether on Casa Cara Lodge premises (Include but not limited to: river bank, pool, deck, and dining room area, parking lot), unless either the handler is unable because of his/her disability to use a harness, leash or other

tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control.

Casa Cara Lodge personnel may require you to remove your service animal from the property if:

- The animal is out of control and you do not take effective action to control it (for example, a dog causes a significant disturbance by barking repeatedly or uncontrollably or is not housebroken) or
- The animal poses a direct threat to the health or safety of others. If you are asked to remove your service animal, but you would like to remain on the premises and/or continue to stay without the animal, you must make arrangements for another person or local animal control to accept custody of your animal, and you may be required to continue or begin your stay at a later time or on a later date.

Service Animal Must Remain with the guest

A service animal must remain by the guest side at all times. Service animals are not allowed to sit on any Lodge furniture, which include but not limited to: beds, sofas, and chairs. Your animal will be excluded and you will be charged a cleaning fee (R250) if the animal is on furniture. Casa Cara Lodge employees are not responsible for the care or supervision of any guest's service animal.

Making Reservations with Service Animals

Casa Cara encourages guests using service animals to make reservations by phone so that we can reserve an appropriate space (if desired) and provide you with information regarding service animal policy.