



M A R A K A M E

PET AND ASSISTANCE ANIMAL POLICY

1. General Policy

At Marakame Suites, we are not a pet-friendly property, as our facilities are not adapted to accommodate pets. However, we do accept properly trained service animals in compliance with inclusion and accessibility regulations.

The property reserves the right to evaluate each case individually in accordance with applicable regulations and current internal policies.

2. Emotional Support Animals

Emotional support animals are not within our scope of acceptance, based on the following key considerations:

Legal Recognition and Access:

- They are not considered service animals.
- They do not have general legal recognition for access to public spaces or transportation.

Medical Validation and Patient Rights:

- Only a licensed mental health professional can determine their therapeutic use.
- It is not possible to verify whether the patient is undergoing treatment or if the animal provides therapeutic benefit.
- Verifying such information would involve intervening in private medical processes.

3. Property Operational Policy

We accept only:

- Trained service animals
- Animals that perform specific assistance functions

We do not accept:

- Pets
- Emotional support animals
- Animals without functional assistance training



WhatsApp: +52 33 2782 8671
Tel: +52 (322) 9801232

✉ stay@marakamesanpancho.com

🌐 www.marakamesanpancho.com

📱 @marakamesanpancho

Africa, 63729
San Francisco,, Nayarit.
México, C.P. 63729



MARAKAME

4. Comparative Chart – Types of Animals

Criteria	Service Animal	Emotional Support (PWD)	Emotional Support
Condition of the Person	Disability or chronic, permanent, or degenerative medical condition	Person with a disability	Mental health condition
Medical Treatment	May or may not be under medical treatment	May or may not be under medical treatment	Treated by a psychologist or psychiatrist
Animal Training	Specialized training. Detects crises, retrieves medication, calms the patient, provides comfort, safety, and social integration	Must be social. The individual must maintain control of the animal, including hygiene and behavior	May not have formal training. Presence during therapy supports the patient
Medication Use	May or may not take medication	May or may not take medication	May or may not take medication
Primary Function	Develop skills to support and assist the individual	Provide consistent benefit through presence	Provide mental health benefits through presence
Animal Characteristics	Dog trained under protocols with obedience, temperament, and handler integration. Trained by accredited experts	Dog with advanced obedience, social behavior, house-trained, may be trained by any person	May be any type of animal
Status	Allowed at Marakame	Not pet-friendly	Not pet-friendly



WhatsApp: +52 33 2782 8671
Tel: +52 (322) 9801232

✉ stay@marakamesanpancho.com
🌐 www.marakamesanpancho.com
📱 @marakamesanpancho

Africa, 63729
San Francisco,, Nayarit.
México, C.P. 63729



M A R A K A M E

5. Safety Clause and Right of Cancellation

To safeguard the physical integrity, safety, and overall experience of guests, staff, and third parties within the property, the establishment reserves the right to cancel a reservation without refund in the following cases related to assistance animals:

- Any aggressive behavior toward guests, staff, or third parties
- Attempts to attack, biting, or any behavior representing a risk
- Lack of control of the animal by the handler
- Property damage caused by the animal
- Failure to comply with basic coexistence, hygiene, or control standards within the premises

In any of the above situations, management may request the immediate removal of the animal and proceed with the cancellation of the stay, applying applicable penalties according to current policies, without financial liability for the establishment.

This policy forms an integral part of the property's lodging terms and conditions.



WhatsApp: +52 33 2782 8671
Tel: +52 (322) 9801232

✉ stay@marakamesanpancho.com
🌐 www.marakamesanpancho.com
📱 @marakamesanpancho

Africa, 63729
San Francisco,, Nayarit.
México, C.P. 63729



M A R A K A M E

REGULATIONS FOR GUESTS WITH ASSISTANCE ANIMALS

At Marakame, we welcome guests traveling with assistance animals, recognizing the important role they play in their well-being, mobility, and independence. To ensure a harmonious, safe, and respectful environment for all guests, staff, and visitors, the following guidelines apply:

1. Definition

Assistance animals are those trained to perform specific tasks for the benefit of a person with a disability or medical condition requiring functional support.

2. Access

Access is granted exclusively to properly trained assistance animals. Animals may accompany their handler in permitted areas of the property, provided they remain under control at all times. Marakame does not have a restaurant or internal food preparation areas; therefore, any applicable health restrictions will be limited to those established by current legal regulations where required.

3. Control and Guest Responsibility

The animal must remain supervised and under control at all times using a leash, harness, or appropriate restraint system. If the guest is unable to maintain physical control, a responsible person must be present to do so.

In all circumstances, especially in cases of aggression or risk, the animal must remain under control. The guest is responsible for the animal's cleanliness, hygiene, behavior, and any damage caused to the property.

4. Animal Conditions

The animal must be in proper health condition, clean, free of parasites, and exhibit stable behavior that allows coexistence with other guests and staff. Animals must not climb on furniture unless previously authorized by management.



WhatsApp: +52 33 2782 8671
Tel: +52 (322) 9801232

✉ stay@marakamesanpancho.com

🌐 www.marakamesanpancho.com

📱 @marakamesanpancho

Africa, 63729
San Francisco,, Nayarit.
México, C.P. 63729



M A R A K A M E

5. Conduct

The animal must maintain appropriate behavior at all times and must not display aggressive conduct, attempts to bite, excessive barking, or any action that may disturb the comfort, safety, or experience of other guests.

6. Property Damage

Any damage caused to facilities, furniture, linens, or equipment will be the responsibility of the guest holding the reservation and may result in additional charges based on the damage assessment.

7. Safety

If the animal represents a risk to guests, staff, or third parties, management reserves the right to request the immediate removal of the animal from the property as a preventive measure to ensure the safety of all.

8. Stay Cancellation

Management reserves the right to cancel the reservation without refund in the event of aggressive animal behavior, lack of control by the handler, risk to third parties, or non-compliance with any of the provisions outlined in this policy.

9. Notification

Guests are encouraged to inform the property in advance about the presence of an assistance animal prior to arrival to facilitate access logistics and ensure the best possible experience during the stay.

10. General Provision

Marakame fully respects the access rights of assistance animals, applying only internal protocols aimed at ensuring safety, coexistence, and the proper operation of the property.



WhatsApp: +52 33 2782 8671
Tel: +52 (322) 9801232

✉ stay@marakamesanpancho.com

🌐 www.marakamesanpancho.com

📱 @marakamesanpancho

Africa, 63729
San Francisco,, Nayarit.
México, C.P. 63729