

PET FRIENDLY PROTOCOL CENTRE COMERCIAL ATLÁNTICO VECINDARIO

Access to the Shopping Centre with companion animals is permitted, provided that appropriate hygiene and safety conditions are maintained at all times and that any administrative and health requirements established by the applicable regulations are complied with.

For the purposes of the above, a companion animal and/or pet shall be understood as any animal kept by human beings, generally in their home, mainly for companionship, this being the essential element of its keeping.

All premises may reserve the right to admit or refuse companion animals/pets, provided that the applicable regulations allow it. Those premises that allow pets to enter must inform customers by displaying a sign indicating this, clearly visible from outside the establishment.

The prohibitions set out in the following paragraphs shall not affect the entry of companion animals that accompany, guide and assist persons with disabilities, nor, where applicable, duly accredited protection dogs, under the terms established in the applicable regulations. In all cases, appropriate hygiene and safety conditions must be maintained.

In any event, persons bringing companion animals and/or pets into the Shopping Centre shall be solely responsible for any acts committed by them and must, obligatorily, comply with the following provisions:

1. Access and movement of dogs are permitted in the common areas of Atlántico Vecindario Shopping Centre, in accordance with the guidelines set out in this protocol.

2. Operators who allow dogs to enter their establishments will have an identifying sticker, which must be placed in a visible location next to the entrance (green).



Establishments that do not allow dogs to enter will also have a sticker indicating this prohibition (red).



3. Dogs are not allowed to enter premises intended for the preparation, sale, storage, transport or handling of food or beverages (for example, the hypermarket). In the case of food and beverage establishments, each venue will decide whether or not to allow dogs, exclusively in the indoor or outdoor terrace area, where applicable.

4. Notwithstanding the above, the limitations described shall not apply to assistance, guide and support animals for persons with disabilities, nor to duly accredited protection dogs.

5. All dogs must be properly restrained with a short leash or harness and must stay next to their owner. One person may not bring more than one dog. Retractable leashes are not permitted. Owners must keep their dog under control and calm at all times.

6. In the event that, after the tests to assess suitability for social behaviour referred to in Article 24.3 of Law 7/2023, of 28 March, the pets visiting us are classified as requiring special handling, they must have sufficient safety measures to prevent escapes or possible attacks. Owners shall be fully liable for any damage caused to people or property and undertake to assume such liability, with no right of claim against the Shopping Centre. (<https://www.boe.es/eli/es/l/2023/03/28/7/con>)



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7. Dogs are prohibited from climbing onto furniture or accessing children's areas and toilets/restrooms.

8. It is prohibited to leave dogs alone in a vehicle or tied up unattended anywhere in the shopping centre.

9. Owners or keepers must prevent dogs from relieving themselves inside the shopping centre. If this occurs, they must immediately remove and clean it. For this purpose, they must always carry waste bags and the necessary items to clean the area, but must not pour water, as is done on public streets. In case of an emergency related to this matter, you may contact the Security Department to report what happened. Contact phone number: +34 928 792 390.

10. Dogs that are visibly weakened, ill, or not in proper hygienic condition are not allowed to enter. Likewise, entry is prohibited for dogs displaying visible or potentially aggressive behaviour towards other pets or people, as well as any dog that does not have up-to-date vaccinations and deworming. Owners must carry the vaccination record or similar proof.

11. It is recommended not to enter the shopping centre with females in heat, as this cycle may alter the behaviour of other females or males.

12. It is recommended not to use escalators with dogs to avoid any potential injury. It is recommended to carry the dog in your arms if possible, or to use service stairs and the lift/elevator, provided there are no other users, or after checking with them.

13. Each owner or keeper has absolute custody, care and responsibility for their dog. By entering the shopping centre with a dog, the owner/keeper releases and holds Centro Comercial Atlántico Vecindario harmless from any liability for material or non-material damages the dog may cause to third parties. The keeper or owner shall assume any civil, administrative or criminal liability arising from any act of the dog, its keeping or ownership, or from failure to comply with animal ownership regulations; and shall indemnify Centro Comercial Atlántico Vecindario against any claim or judgment arising from these facts and reimburse all expenses or costs incurred.

14. The shopping centre's security team may verify compliance with all provisions of this protocol by visitors who enter with dogs. In the event of non-compliance (with particular attention to the use of leash/harness and muzzle where applicable), the owner will be required to comply; failing that, the State Security Forces and Corps will be notified, and the owner will be asked to leave the premises.

15. Centro Comercial Atlántico Vecindario not only reserves the right of admission through its security staff in accordance with this protocol, but may also temporarily restrict dogs' access for organisational or safety reasons. Dogs may remain in the outdoor areas provided they are accompanied.

16. Centro Comercial Atlántico Vecindario reserves the right to modify this protocol whenever it deems necessary or in response to any regulatory changes that require it, with the latter always taking precedence.

17. In the case of establishments that provide services for other types of companion animals (for example, a veterinary clinic), access for such animals will be permitted provided they are not off-leash. The provisions of this protocol regarding owners' responsibility shall also apply in these cases.