

Pet Travel Terms and Conditions

These terms and conditions apply to domesticated pets but not to assistance animals. Assistance animals are welcome at all Veriu Group hotels at no additional cost.

To ensure that you, your pet, our employees other guests and visitors at the Hotel are safe and comfortable at all times, you are required to adhere to the following conditions if you wish for your pet to stay with us:

1. Under no circumstances are restricted or prohibited species (or any cross/hybrid breed of a restricted/prohibited species) allowed to accompany you during your stay with us. A full list of restricted/prohibited dog and cat species can be found below. You understand that the Hotel reserves the right to request that you provide evidence of your pet's breed type.
2. Your pet must be fully vaccinated, clean and in good health. Under no circumstances is any pet with fleas or ticks allowed to accompany you during your stay with us. You understand that the Hotel reserves the right to request that you provide evidence of your pet's vaccine and other health records.
3. You agree to ensure that your pet is leashed/restrained or in a carrier at all times when not in your hotel room.
4. You understand that your pet is not allowed in any hotel room other than the room that you are registered in. Under no circumstances is your pet allowed in the gymnasium, pool or pool area, or laundry.
5. You agree to use all reasonable endeavours to ensure that your pet does not urinate or defecate in any area of the Hotel. If your pet urinates or defecates within the Hotel, you agree to clean the area affected and to notify Hotel staff immediately.
6. You agree to use all reasonable endeavours to ensure that your pet does not interfere with other guest's quiet enjoyment of the Hotel including surrounding outdoor areas and courtyards. You understand that if your pet is a nuisance, noisy or negatively impacts on the stay of other guests, the Hotel reserves the right to request that you immediately find alternate accommodation for your pet.
7. You understand that there will be an additional one-off cleaning fee of \$250 (for up to two pets) if your pet accompanies you during your stay with us. In addition to the non-refundable cleaning fee, you understand that you might also be financially liable for any damage to the Hotel and the room caused by your pet.
8. You understand that you must be present in the room with your pet if housekeeping is also present. You acknowledge that housekeeping will not clean the room if your pet is present, and you are not.
9. You will immediately remove your pet from the Hotel and make alternative accommodation arrangements for it if:
 - a. upon request, you are unable to provide satisfactory evidence of your pet's breed type, or its vaccine and other health records;
 - b. the Hotel's management otherwise determines in its sole discretion that your pet poses a safety or health risk to other people or pets, or it is objectionable to other people or pets; or
 - c. you do not comply with these Terms and Conditions.

10. If you are required to remove your pet from the Hotel prior to the end of your stay, then this will be at your own cost and you will not be entitled to a refund of the pet cleaning fee.
11. Restricted/prohibited breeds and/or cross breeds include:

Dog Breeds	Cat Breeds
Japanese Tosa	Savannah
Fila Brasileiro	Safari
Dogo Argentino	Bengal
Perro de presa Canario (or Presa Canario)	Chausie
American Pit Bull Terrier (or Pit Bull Terrier)	
Czechoslovakian wolfdog (or Czechoslovakian Vlcak)	
Lupo Italiano (or Italian wolfdog)	
Kunming wolfdog (or Kunming dog)	
Saarloos wolfdog (or Saarloos wolfhound)	

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