

Furry Whānau Doggie Stays – Policy

We cannot wait to meet your **whānau**! To maintain a harmonious and enjoyable environment for all guests, please adhere to the following policies during your stay.

Pet Booking Details:

When booking, please declare the breed and number of dogs accompanying you. Our policy allows up to two pets per room with no weight restrictions. However, some breed restrictions apply, as per New Zealand Government regulations on importing, breeding, and selling the following breeds: American Pit Bull Terrier, Brazilian Fila, Dogo Argentino, Japanese Tosa, and Presa Canario. Please refer to the [Dog Control Act 1996, Section 33C](#) and [Schedule 4](#) for further information.

Pet Entry:

After checking in at the main reception (please leave your dogs in the car), use the designated back entrance from the car park to bring pets in and out of the hotel. This helps maintain a calm environment in the main hotel areas.

Parking:

Designated doggie stay parking is clearly marked—just look out for the giant yellow paw.

Pet Conduct:

All pets should be well-trained and under the control of their owners at all times.

Pet Supervision:

It is permissible to leave your pets unattended in the room for short periods, provided you remain on the hotel premises while dining. Please inform the front desk if your pet is left alone in the room.

Non-Accessible Areas:

To ensure the comfort of all our guests, pets are not permitted in the main hotel facilities.

Cleanliness Obligations:

Owners are responsible for maintaining their pets' cleanliness. Please clean up after your pets on the hotel grounds and in surrounding areas.

Disturbance Minimisation:

Please ensure your pet does not disturb other guests. Take necessary actions to minimise noise, such as barking.

Room Servicing:

Contact our housekeeping team to schedule room cleaning at a time that works for you and your pet.

In-Room Pet Amenities:

We provide pet amenities, including pet beds, blankets, water bowls, play tents, and doggie shampoo. Please do not remove these items from your room. Charges may apply for damaged or unreturned items.

Damage Responsibility:

Owners are accountable for any damage or injury caused by their pets. Charges will be applied to your account for any repairs or necessary compensation.

Pet Health Compliance:

Ensure your pets are treated for fleas and comply with local pet health regulations.

Reservation Cancellation:

Bookings are held until 2 PM on the day of arrival unless secured by a credit card, voucher, or agreement for a later hold. Unsecured reservations are released after this time. A cancellation fee equal to one night's stay will apply if reservations are not cancelled by 2 PM and the room is not occupied.

Assistance Dogs:

Certified **Disability Assist Dogs** are welcome in all rooms, not just those designated as pet-friendly. Proof of certification from recognised organisations such as the Blind Foundation, Assistance Dogs NZ, or Hearing Dogs for Deaf People NZ is required.

Policy Modifications:

We reserve the right to alter these policies at any time without prior notice. By confirming your reservation, you agree to follow these guidelines, ensuring a pleasant stay for all at our property.

Consequences for Non-Compliance:

Failure to adhere to the above pet policies may result in additional fees or, in some cases, the guest being asked to leave the hotel without a refund. Our aim is to ensure all guests, including pets, have a safe and enjoyable experience, and we appreciate your understanding and cooperation.

Policy Confirmation:

By checking in and staying at our hotel, you automatically agree to comply with our pet policy. This ensures a pleasant and harmonious stay for all guests, both human and furry.