

DOG FRIENDLY ROOMS

Housekeeping

Will Housekeeping fees be increasing to cover these deeper cleans that will need to take place?

- Housekeeping staff have been trained to ensure these apartments are returned to optimum condition after every stay.
- Owners bringing dogs into the Dog Holidays apartment will have a 10am check-out time rather than 12pm to give housekeeping more time for cleaning.
- Dog owners will also pay an additional AU\$30 (by cash or credit card direct to the resort) per night or a minimum of AU\$90 if a stay is one or two nights. This will be converted to NZ\$ if in Wanaka.

Why is there an additional charge?

- It covers the additional expense required for housekeeping, and also covers the treats the dogs receive during their stay.

Dog types

Are there weight restrictions?

- Yes, dogs may not exceed 12kg.

Are there breed restrictions?

- Yes. Dogs are not to be breeds that are currently on the prohibition list in the relevant jurisdiction where the stay is taking place.

What conditions need to be met in order for a dog to stay?

- Guest will pay additional housekeeping fee direct to the resort on check-in.
- All dogs must comply with the following specifications (dog owners should be prepared with documentation from an accredited vet) – micro-chipping, under 12kg and must be up-to-date with vaccinations and flea treatments.
- Check-in time is 4pm and check-out time is 10am for all Dog Holiday rooms.
- All dogs must be leashed at all times (extender leads are not acceptable).
- Dog owners are responsible for cleaning up any dog refuse.
- Dogs are not allowed on furniture at any time. Rooms will be thoroughly inspected and any evidence that dogs have been on furniture may incur additional cleaning fees.
- Dogs must not cause damage to premises or furnishings. Any damages may be deducted from security deposit.
- Dog owners should ensure that dogs do not produce noise that disturbs neighbours.
- Dogs are not to be left unattended at any time – including on the balcony, patio or porch.
- Dogs are not allowed in common areas – including the pool, gym, games room, sauna, conference facilities, restaurant or bar. (However, dogs are allowed around outdoor dining area, just like a café on the street.)
- Dog breeds that are currently on local prohibition lists will not be able to stay at the resort.
- This policy does not apply to registered service dogs – for example, seeing eye dogs – which are permitted across all resorts including common areas.

Bookings and availability

How many resorts will offer dog friendly rooms?

- There is one apartment available at each of the following resorts:
 - a. Club Wyndham Seven Mile Beach
 - b. Club Wyndham Coffs Harbour
 - c. Club Wyndham Dunsborough

- d. Club Wyndham Dinner Plain
- e. Club Wyndham Kirra Beach
- f. Club Wyndham Wanaka
- These six Australian and New Zealand resorts were chosen due to their space, location, their suitability for a dog and to offer coverage across both countries.

How many rooms are dog friendly at each place?

- One apartment is available at each of the resorts.

Are the dog friendly rooms using existing inventory that is currently available to me as an owner?

- They are from existing inventory. There will be one apartment available at each of the following resorts:
 - Club Wyndham Seven Mile Beach
 - Club Wyndham Coffs Harbour
 - Club Wyndham Dunsborough
 - Club Wyndham Dinner Plain
 - Club Wyndham Kirra Beach
 - Club Wyndham Wanaka
- These six Australian and New Zealand resorts were chosen due to their space, location, their suitability for a dog and to offer coverage across both countries.
- These rooms are available to be booked by all owners – not just owners who are travelling with their dog.

Won't this reduce my available room options?

- We expect the impact will be minimal, if there is any at all – the apartments are still available to be booked by any club owner, regardless of whether they have a dog.
- Resort teams and Owner Services have received many requests for dog friendly accommodation over the years, so we expect that these rooms will be popular and potentially open up availability elsewhere.

*Will I be able to see online which rooms are dog friendly so I can specifically book it or **not** book it?*

- Yes, you will be able to. The specific room type will have Dog Friendly in its name – e.g. “1-bedroom Dog Friendly”.

How and why were these resorts chosen to have dog friendly rooms?

- The six Australian and New Zealand resorts were chosen due to their space, location, their suitability for a dog and to offer coverage across both countries.
- The six properties are in New Zealand and five different states of Australia.

Why not all resorts?

- Not all resorts are suitable for dogs.
- The initiative is designed to meet the many requests for dog friendly accommodation we have received over the years and covers five states of Australia and New Zealand.

Behaviour on site

With dogs on the resort grounds, who imposes the rules – particularly when it comes to issues like refuse?

- Owners who are bringing their dogs must comply with the additional Club guidelines that will be set - including that they need to ensure that they clean up any/all dog refuse and ensure dogs remain on a leash when outside the Dog Holiday room.
- Resort staff will enforce these rules and the owner runs the risk of both financial penalties

for additional housekeeping and penalties under the Club Guidelines if they breach the rules.

Where are dogs allowed on site?

- They are permitted in the Dog Holiday room and outside into the grounds if they are leashed.
- They are not allowed in common areas – including the pool, gym, games room, sauna, conference facilities, restaurant or bar. (However, dogs are allowed around outdoor dining area, just like a café on the street.)

Will dogs be made to stay on leash on the resort grounds at all times when not in room?

- Owners with dogs are expected to keep them on leashes and under their control at all times (extender leads are not acceptable).

What if an Owner brings a dog onto the resort property that is aggressive towards other dogs?

- As there is only one dog-friendly room at each of the six properties and only one dog is permitted, there will be only one dog on the property at any one time (except in the instance of a registered service dog).
- There is an expectation that all dog owners will keep their own dogs under control at all times. For example, the dogs must be leashed at all times and extender leads are not acceptable.
- Resort staff will enforce this and the owner runs the risk of penalties if the dog is not kept under adequate control.

Who is managing these scenarios on site? The resort manager?

- The resort team will provide checks, enforce policies and manage escalating situations, in the same way as they make sure all rules are adhered to at any property.
- There is an expectation that owners will keep their dog under control at all times.
- Owners who breach the Club guidelines relating to the use of Dog Friendly rooms run the risk of receiving penalties including monetary charges for additional housekeeping and being asked to leave the resort before their stay is completed.

What if someone arrives at the resort with a clearly dirty/unkept dog? Will they be asked to go and clean their dog before allowing into the room?

- Yes, owners who arrive with a clearly dirty dog will be required to have the dog washed at their own cost before receiving access to their apartment.

Miscellaneous

What about the guidelines and regulations?

- The Club guidelines are currently in the process of being amended.

What about laws?

- While there are no specific laws for dogs staying in holiday accommodation, there are council requirements in some cities that dog owners should make themselves aware of before travelling.

Can I bring my own dog bed?

- Yes. Dogs are not permitted to sleep on Club furniture including beds and owners should bring their dog's own bedding if required.

Can I bring my puppy – is there a minimum age?

- There is no minimum age, but the dog must meet all other requirements including a

maximum weight of 12kg, not be a prohibited breed and be fully vaccinated.