

Quest Frankston on the Bay

Warm Welcome to You and Your Beloved Pet

We understand that your pet is a cherished member of your family, and we are delighted to provide you both with a comfortable home away from home. Below are the key considerations and terms for your pet(s) while staying with us.

Terms and Conditions:

- We welcome dogs and cats as our pet guests.
 - Your pet must not be on a restricted, regulated, or dangerous animal list.
 - All pets must be up to date with vaccinations and free from contagious diseases. Proof of vaccination may be requested upon check-in.
 - Cats must be desexed.
 - Your pet must not exceed 30 kg.
 - A maximum of 2 pets are welcome at any one time. Approval for one or both pets must have been obtained at the time of booking.
 - You agree to be responsible for any damage to the apartment and premises, including common areas.
 - You must do all that is possible to avoid damage or risk to the premises or any attendees.
 - Pets must always be on a leash or in a carrier/crate when outside the apartment. Cats are highly recommended to be carried in and out of the hotel in a crate/carrier.
 - Pets should sleep on the designated pet bed or in their crate/carrier. If they are likely to sleep on couches or beds, please use the provided sheets or blankets to protect the furnishings.
 - Pets must be house-trained and well-behaved.
 - If your pet causes a disturbance to other guests or staff, a warning will be issued. A subsequent disturbance will result in your being asked to leave the hotel, and your reservation will not be refunded.
 - You must take your pet for regular bathroom breaks.
 - A \$300 bond, payable by card, or pre-authorization, will be required to cover any potential damages. If damage exceeds this amount, quotes will be provided as evidence for additional charges beyond the \$300.
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Pet-Friendly Rates:

Stay Duration	Rate	Posting Frequency
Nights 1 to 7	\$350 flat fee	Posted on Night 1
Nights 8 to 14	\$50 per night	Posted nightly
Nights 15+	\$25 per night	Posted nightly
Additional Pets	\$100 flat fee	One-off charge posted on Night 1

Daily Room Check:

- A team member will visit your room daily to ensure that you and your pet have everything you need. If a "Do Not Disturb" sign is displayed, we will contact you to arrange an alternative time.
 - During allocated housekeeping service times, we kindly ask that your pet be removed from the room. Please liaise with reception to arrange a preferred time.
 - You must promptly clean any mess (e.g., faeces, vomit) caused by your pet in the apartment, common areas, or surrounding premises, including footpaths and green areas. A cleaning kit is provided to assist with this.
 - If a pet is left unattended, please ensure it is in a secure location, such as the balcony or inside the room, to avoid disruption to other guests.
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Quest Frankston on the Bay Amenities:

Available at Reception:

- Pet treats
- Local area walking map
- Additional waste bags

In Your Room:

- Waste bags
 - "Paw-Fect Traveller" door hanger to alert staff when your pet is inside the room
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We hope you have a wonderful stay. If there is anything we can do to make your time with us more comfortable and effortless, please do not hesitate to let us know.

Warm regards,

Quest Frankston on the Bay

Acknowledgement and Agreement:

I understand and agree to these terms and conditions.

Guest Name:

Signature:

Room:

Phone:

Date: