

Pet Policy

At Quest Collingwood, we want all pets and their owners to feel right at home. To ensure a harmonious environment for all, please ensure you are familiar with our Pet Policy if a furry friend has been approved for stay.

Terms and Conditions of Pet Stays:

- All pets must be pre approved prior to stay, unfortunately not all pets are able to be welcomed.
- Pets must be fully house trained and of a well mannered nature.
- Pets on restricted, regulated, or dangerous animals lists can not be accommodated.
- A maximum of 2 pets per room are welcomed.
- There is a \$200 cleaning fee per stay, this is charged on arrival and is non refundable. The cleaning fee applies to standard deep cleaning for all pet rooms.
- Additional cleaning fees may be charged if the room is found to be excessively soiled from your pet. Likewise, we reserve the right to charge for any damage caused by pets and guests.
- To help avoid any excess charges, accidents by pets should be reported to staff immediately.
- Pets must be on a lead or contained while travelling public spaces.
- Pets should sleep on their designated pet beds, in crates, or covers applied if sleeping existing furniture.
- Pets must be carefully monitored and owners must ensure they taken for regular bathroom breaks and any messes are cleaned promptly.
- During room servicing, all pets must be absent from the room, or contained in their crates and the owner present to ensure safety for both pets and staff.
- Pets should not be left unattended if are unable to cope in new environments.

Please note we reserve the right to ask you and your pet to leave, which may include cancelling your reservation without refund if:

- Your pet causes excessive noise or disturbance to other guests.
- Your pet causes damage to the room or any hotel common areas, including soiling the carpets or furniture.
- You are unable to comply with any of the above terms and conditions of pet stays.