

# THE SANDS

*Torquay*

## **Pet Policy**

Dear Guest,

We are pleased to have you and your pet as our guest at The Sands Torquay, as a service to you, we have outlined a few simple guidelines that will help ensure the safety and solitude of yourself and our other guests whilst visiting our resort.

- Due to potential noise disturbances to other guests, such as barking, we ask that pets are not to be left unattended in your room. Any disturbance must be curtailed to safeguard all our guests' right to privacy and a peaceful stay.
- When outside of your guest room, pets must be kept on a leash.
- Pets are not allowed in any of the inside dining areas. Please enjoy your dining experience with your pets at any of the outside seating areas available.
- You are responsible for cleaning up after your pet whilst on resort property or in the immediate vicinity, such as any grounds on the resort.
- Please contact the resort's housekeeping services at extension 3367 to co-ordinate daily maid service. It is often far more convenient for you and your pet to have daily maid service arranged whilst you and your pet are out of the room.
- For the comfort of guests, visitors, and staff we ask dogs are under 18kgs.

You are responsible for any/all property damage and/or personal injuries resulting from your pet. You must agree to indemnify and hold harmless the hotel, its owners and its operators from all liability and damage suffered as a result of your pet. The hotel reserves the right to charge your account an amount to commensurate to the cost of such damages. Following a room inspection on departure, which we invite you to attend, should a charge be necessary you agree that you will not dispute the charges that will be debited from your credit card.

Please be aware that these policies are stated to protect both parties and are in no way a reflection of our desire to host your pet.

Should you have any questions, or need clarification on these policies, please do not hesitate a manager.

We genuinely thank you for selecting The Sands Torquay whilst visiting Torquay and we hope your stay with us is an enjoyable one. Please let us know if there is anything we can do to make your stay more pleasurable.

**Warm Regards,**

**The Sands Torquay Team**

**T 03 5264 3333 | E [reservations@thesandstorquay.com](mailto:reservations@thesandstorquay.com)**