



# PET POLICY

Dear Valued Guest,

We are delighted to welcome you and your furry friend to The Oyster Box. To ensure a smooth and enjoyable stay for all our guests, kindly review and accept the following Pet Policy guidelines:

- Pets are only accommodated in our beautiful Superior Garden Villas.
- No pets may be left unattended in your room, as this may cause distress or disturbances. If needed, pet-sitting can be arranged at R250 per hour (R300 after 23h00) via our Concierge on Extension 5003. Kindly book 24 hours in advance.
- Pets are unfortunately not permitted in The Grill Room, Palm Court, Chukka Bar, or Lighthouse Bar—but are warmly welcomed at the Ocean Terrace and Oyster Bar.
- Our pet menu and additional supplies are available on request from our Guest Experience team on Extension 5151.
- For everyone's safety and comfort, pets must be on a leash (maximum 1.8 metres) when outside your room.
- Kindly clean up after your pet while on hotel property or nearby. Cleanup bags can be arranged via Housekeeping on Extension 5162.
- For your comfort, we recommend scheduling housekeeping while you and your pet are out of your room. To arrange this service, kindly call Housekeeping on Extension 5162.
- A refundable deposit of R3000 per night will be pre-authorised upon check-in and released after a room inspection at departure, which you are welcome to attend. In an unlikely event of any damage or injury, the appropriate charges will be applied. Should a charge be made against this security deposit, you agree that you will not dispute the charges. We would further ask you to 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.

By signing below, you confirm that your pet is up to date with all vaccinations and health checks. Proof may be requested if needed.

Please let us know if there is anything we can do to make your stay more pleasurable, and we look forward to providing you with a memorable experience.

Yours sincerely,

**The Oyster Box Team**

Please sign below to confirm you have read and accepted the above guidelines.

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Name

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Signature

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Date