

## **Pet and Service Animal Terms and Conditions**

### **Helpful information before booking a stay with your pet at RAC Parks & Resorts:**

- Please note that wildlife including emus, kangaroos and possums may be able to access and roam the property at RAC Parks & Resorts sites. These animals can pose a danger to pets, so please be aware and take care of your pet. You must also ensure that your pet does not disturb or harm any wildlife.
- You must keep your pet restrained at all times whilst on RAC Parks & Resorts sites.
- So that all our guests can enjoy their stay, please keep your pet quiet. Excessive noise, including barking, is not permitted.
- Pets are not permitted at RAC Margaret River Nature Park, RAC Karri Valley Resort and RAC Ningaloo Reef Resort.
- See section 6 (Guide and Assistance Dogs) below for details regarding service animals.

#### **IMPORTANT:**

**These terms and conditions apply to you if you are a registered guest staying at RAC Parks & Resorts, or are a visiting a RAC Parks & Resorts site with a registered pet.**

**Please read the terms and conditions carefully before signing.**

**If you do not agree with them, please do not bring you pet onto the RAC Parks & Resorts site.**

## **Terms and Conditions**

In these terms:

- RAC means RAC Tourism Assets Pty Ltd
- RAC Group means RACWA Holdings Pty Ltd and its subsidiaries

### **1. Booking your stay and approval of pets**

- a) This policy applies at all RAC Parks & Resorts where pets are permitted. Information regarding pet-friendly accommodation can be found at the RAC Parks & Resorts website at: [parksandresorts.rac.com.au/pet-friendly-parks](https://parksandresorts.rac.com.au/pet-friendly-parks).
- b) Permitted pets are domesticated animals that are legally owned. This includes dogs, cats, birds, rabbits, reptiles and small mammals. Farm animals, wildlife, or animals prohibited under law or regulation are not permitted.
- c) Pets must be booked in advance of your stay (including information regarding breed and number of pets).

- d) Pet approval must be obtained when booking and the decision to provide approval is at the property manager's discretion.
- e) A maximum of two pets are permitted per site and/or pet friendly accommodation.
- f) Arrival with additional pets on check-in may result in those pets not being allowed onto the RAC Parks & Resorts site.
- g) Pets are not permitted at RAC Margaret River Nature Park, RAC Karri Valley Resort and RAC Ningaloo Reef Resort.

## **2. Visitors:**

- a) Visitors bringing a pet onto any RAC Parks & Resorts site must register the pet with reception before entering the property. The Property Manager has the right to refuse entry to visitors and pets at their discretion.
- b) These terms and conditions apply to all visitors with pets, including Section 8 (Liability) (below).

## **3. Use of accommodation and caring for your pet**

- a) Pets are allowed in designated pet areas only at RAC Parks & Resorts, as marked by on site signage.
- b) Pets are not permitted inside accommodation unless a pet friendly room is booked. Pets are not permitted in pool areas including swimming pools, playgrounds, indoor areas in which food and beverage are consumed, camp kitchens, barbecue areas and reception/front office buildings. *This does not apply to Guide and Assistance Dogs.*
- c) Pets must be kept on a lead or within an enclosure whilst on the property, even when contained within your site or accommodation and the park boundaries. There are no off-leash areas within RAC Parks & Resorts unless explicitly specified by signage on site.
- d) Pets are not to be left unattended at any time, including in caravans, tents, trailers, rooms or ensuites.
- e) Do not bathe your pet in the accommodation ensuite or bathroom (this includes ensuites and bathrooms within pet friendly accommodation) or shared use amenities blocks. Dog wash facilities are provided at select properties.

- f) Please make sure you clean up after your pet. Guests are solely responsible for cleaning up after their pets on the property and in the surrounding neighbourhood. Mess must be cleaned up straight away and disposed of appropriately.
- g) Where a RAC Park & Resort site is located within a National Park or Conservation Park, you must follow government regulations and guidance in relation to your pet.
- h) Any damage caused by your pet must be reported to us. This includes damage to screens, paintwork, carpets, furniture, gardens, etc. The reasonable cost of repairing or replacing damaged property will be payable by you, and we may charge the payment card held on file for your booking.

#### **4. Health and temperament**

- a) Pets must be registered, healthy and free of communicable diseases and conditions (such as worms, fleas etc).

#### **5. Pet Friendly Accommodation**

Pet friendly accommodation is available at select properties. The following additional terms and conditions apply to guests bringing their pet to stay in pet friendly accommodation:

- a) Pets are not permitted on the furniture or beds.
- b) Pets must not be left unattended in the cabin or in the fenced-off outdoor area adjoining your cabin.
- c) Guest must bring their own pet bed and accessories such as water and food bowl, leash, food preparation equipment and toys.
- d) Do not bathe your pet in the ensuite, bathroom or shared use amenities blocks. Dog wash facilities are provided at select properties.
- e) Pets must be adequately house-trained.
- f) Guests are required to clean up after their pet. This includes (but is not restricted to) removal of any fur/hair (except on floors), food, stains, or animal mess prior to checkout.
- g) If guests do not clean up after their pet and cleaning is required, the additional cost of the cleaning will be payable by the guest.

## **6. Guide and Assistance Dogs**

Notwithstanding any other terms and conditions contained in this policy:

- a) Registered Guide and Assistance dogs are welcome in all RAC Parks & Resorts sites, including public areas and accommodation.
- b) Guests must provide registration or certification documents upon check in.
- c) Guide and Assistance dogs should wear harnesses which identify them as Guide or Assistance dogs, where applicable.

## **7. Safety**

- a) If the property manager reasonably considers that your pet acts in any way considered to be aggressive, dangerous or destructive, the property manager may exclude your pet from the site. If this occurs you will need to remove your pet from the site immediately.
- b) If you choose not to remain at the site without your pet, you acknowledge that RAC may not refund the accommodation cost for your stay at RAC Parks & Resorts or provide financial compensation to you.

## **8. Liability**

- a) You are solely responsible for your pet at all times in any of the RAC Parks & Resorts sites and enter with your pet at your own risk. This applies regardless of whether you are staying in accommodation at a RAC Parks & Resorts site or you are visiting an RAC Parks & Resorts site with your registered pet.
- b) RAC does not accept liability for any loss, damage or illness to pets as a result of their stay at or visit to RAC Parks & Resorts.
- c) You are liable for any harm, loss and damage, including property damage and personal injuries to persons or animals, which occurs as a result of your pet's stay at or visit to RAC Parks & Resorts. RAC reserves the right to seek compensation from you in respect of any such harm, loss or damage.
- d) To the maximum extent permitted by law, RAC will not be held responsible or liable whether in negligence, contract or otherwise if any person incurs, experiences, or suffers any loss, damage, fatality, injury (including psychological trauma), inconvenience or health-related issue arising out of or connected to your pet during its stay or visit at RAC Parks & Resorts.
- e) To the maximum extent permitted by law, you indemnify RAC Group against any loss, liability, damage, action, demand, expense, claim, fine, charge or obligation

which it may suffer or incur arising out of or in connection with your pet's visit or stay at a RAC Parks & Resorts site which results in:

- a. property damage;
- b. personal injury to persons or animals;
- c. breach of national park regulations or other government regulations, including injury to or disturbance of wildlife or vegetation; or
- d. serious disruption to operations at the relevant RAC Parks & Resorts site.

#### 9. Privacy

- a. RAC is committed to protecting the privacy of your personal information. To the extent RAC deals with your personal information RAC will comply with the Privacy Act 1998 (Cth) and collect, use, hold and disclose personal information in accordance with the Australian Privacy Principles.
- b. By signing these terms and conditions, you confirm that you have read and acknowledge the terms of our privacy policy. Our privacy policy includes information about safeguards in place for your personal information.
- c. For more detailed information about how RAC collects, stores and uses your personal information in the course of its business activities, please view the RAC Privacy Policy available at [Pet Terms & Conditions - RAC Parks & Resorts](#) Alternatively, please call RAC on 13 17 03 if you would like RAC to send you a hard copy of the policy.

**IMPORTANT: RAC may make changes to these terms and conditions at any time. RAC will act reasonably in doing so and will display the most recent version of pet terms and conditions on our website at: [Pet Terms & Conditions - RAC Parks & Resorts](#) The terms and conditions which you have most recently signed will apply to you.**

By signing this form, I agree that I have read, agree to be bound by and will comply with the terms and conditions of this pet policy as set out above.

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