

“PET FRIENDLY” BOOKING TERMS & CONDITIONS

1. IMPORTANT

- 1.1 These terms and conditions govern Pet Friendly Bookings at the Participating Property. Please read the following terms and conditions carefully.
- 1.2 All Pet Friendly Bookings made with Mantra Group directly are made subject to these Pet Friendly Booking T&C's. The person making the Pet Friendly Booking will be deemed to have accepted the Pet Friendly Booking T&C's on behalf of all persons who will be staying at the Participating Property under the Pet Friendly Booking, once any payment is made in relation to the Pet Friendly Booking.
- 1.3 Pet Friendly Bookings are also governed by and subject to Mantra Group's Standard Booking T&C's. If there is any inconsistency between Mantra Group's Standard Booking T&C's and the Pet Friendly Booking T&C's, the latter will prevail to the extent of any inconsistency.

2. DEFINITIONS

- 2.1. In these terms and conditions:

- (i) “*Mantra Group*” means Samarad Pty Ltd trading as Mantra Group;
- (ii) “*Mantra Group's Standard Booking T&C's*” means Mantra Group's standard booking terms and conditions located at '<https://www.mantra.com.au/terms-and-conditions/>';
- (iii) “*Participating Property*” means (a) the property known as 'Mantra on the Park' located at 333 Exhibition Street, Melbourne, Victoria, 3000; and (b) the property known as 'Mantra on Edward' located at 166 Wickham Terrace, Brisbane, Queensland, 4000, as applicable;
- (iv) “*Pet*” means an animal which satisfies the criteria outlined under clause 3.3 of these Pet Friendly Booking T&C's.
- (v) “*Pet Friendly Booking*” means a booking made under these Pet Friendly Booking T&C's whereby a Pet will be staying with You at the Participating Property;
- (vi) “*Pet Friendly Booking T&Cs*” means these Pet Friendly Booking T&C's;
- (vii) “*Security Bond*” means the amount of \$500.00, which is payable in accordance with clause 4;
- (viii) “*You*” and “*Your*” means the person who is making the Pet Friendly Booking.

3. PET FRIENDLY BOOKINGS

- 3.1. Pet Friendly Bookings are only available for stays at a Participating Property (no other Mantra Group property is open to Pet Friendly Bookings).
- 3.2. A restriction of one Pet per room applies at the Participating Property.
- 3.3. Only Pets which satisfy the following criteria may be allowed to stay at the Participating Property for the purposes of a Pet Friendly Booking:
 - (i) must be a cat or dog only;
 - (ii) must be registered with the relevant government or council authority (You must be able to provide evidence of registration if requested by Mantra Group);
 - (iii) must be immunised and wormed (You must be able to provide evidence of immunisations and worming if requested by Mantra Group); and
 - (iv) must be small to medium size with a weight limit of fifteen (15) kilograms.
- 3.4. The following Pets are not permitted at a Participating Property:

- (i) restricted dog breeds which are prohibited by any government or council authority;
 - (ii) dogs which have been declared as dangerous or menacing by any government or council authority;
or
 - (iii) any dog or cat which has been declared as regulated by any government or council authority.
- 3.5. Notwithstanding clause 3.3, the Participating Property reserves the right to refuse to check-in a Pet at the Participating Property where Mantra Group reasonably determines at the time of check-in that allowing the Pet to stay may compromise the safety of other guests or the employees of the Participating Property or if Your Pet is dirty or wet.
- 3.6. You will not be able to access the following areas of the Participating Property with your Pet – pool, gymnasium, restaurant & café (outside area of café permitted if your dog is on a lead).
- 3.7. During your stay at the Participating Property, Your ‘Do not Disturb’ sign must be left on the door when your Pet is inside the room.
- 3.8. You must provide your own bedding and bowl for your Pet during Your stay at the Participating Property. You must be able to show this bedding and bowl upon check-in at the Participating Property.
- 3.9. Pets are not allowed on the furniture, bedding or in the bath or shower at any time. Linen and towels provided in Your room are for Your use only and are not to be used by Your Pet.
- 3.10. You are responsible for cleaning up after your Pet and maintaining any toilet equipment, provided by the Participating Property, such as a dog toilet or cat litter.
- 3.11. Pets can fret when left on their own. For that reason, Mantra Group encourages You to take Your Pet with You whenever You venture outside the Participating Property.
- 3.12. You must be contactable at all times whilst Your Pet is at the Participating Property.
- 3.13. The Participating Property has the right to ask You to leave, without refund for the remainder of Your stay, if Your Pet is creating a disturbance to other guests (including, but not limited to, creating noise, foul odours etc.) or compromising the safety of guests or the Participating Property’s employees. This right is at the full discretion of the Participating Property. The Participating Property reserves its right to seek compensation from You in the event that the Participating Property is required to compensate other guests due to Your Pet creating a disturbance.
- 3.14. Your Pet must be removed from the Participating Property room You are staying in during any housekeeping weekly services.
- 3.15. Your Pet must be on lead and under Your effective control or otherwise restrained at all times when Your Pet is outside of Your room and moving around the common areas of the Participating Property. You must also carry a bag or container for the purpose of cleaning up after Your Pet when moving around the common areas of the Participating Property.
- 3.16. You must carry or transport your Pet in a suitable Pet transportation carrier or otherwise have your Pet on lead and under Your effective control when using the lifts in the Participating Property.

4. SECURITY BOND

- 4.1. The Security Bond must be paid by You on check-in to cover any potential damage or extra cleaning costs to Your room or any area of the Participating Property caused during Your stay by You or Your Pet. The Security Bond is to be paid in cash or via credit card pre-authorisation.
- 4.2. The Security Bond is refundable after Your room has been checked for damage caused to the room following Your stay and the Participating Property has confirmed;
- (i) that there is no damage to, or additional cleaning charges to be incurred in relation to, Your room; and

(ii) that there has been no damage to, or additional cleaning charges incurred or to be incurred, in relation to other areas of Participating Property.

4.3. The Security Bond may be used by Mantra Group to cover damage or repairs incurred during Your stay including but not limited to cleaning charges in excess of the normal level of cleaning. If the cleaning charges or the costs to repair any damage caused by Your Pet exceeds the Security Bond then all additional costs will be payable by You at the time of check-out.

5. RELEASE, INDEMNITY AND PROPORTIONATE LIABILITY

5.1. To the extent permitted by the law, You agree to release, indemnify and hold harmless, Mantra Group (including the Participating Property) and its current and former officers, employees, contractors, sub-contractors/consultants (including their respective employees and contractors) and agents against, from and in respect of all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including but not limited to consequential and economic losses, property loss/damage and damages for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your Pet Friendly Booking or your stay at the Participating Property except to the extent such expense, cost, liability, claim, action, proceeding, damage, judgment or loss arose out of, was caused by, attributable to or resulted from Mantra Group's negligence, wrongful act/omission or breach of these Pet Friendly Terms and Conditions.

5.2. To the extent permitted by law the aggregate of Mantra Group's liability to you is limited to an amount not exceeding the amount paid by you for your Pet Friendly Booking.

5.3. Each indemnity in these terms and conditions is a continuing and independent obligation and survives the termination or expiry of these Pet Friendly Terms and Conditions.

By signing my name below, I certify that I have read the above Pet Friendly Booking T&C's. My signature also certifies my understanding and agreement with the above Pet Friendly Booking T&C's.

Signature of Guest

Date

Name of Guest (please print)