

# BIG4 Castlemaine Gardens Holiday Park Pet Policy

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### 1. Policy Statement

BIG4 Castlemaine Gardens Holiday Park welcomes well-behaved pets. Our pet policy is designed to ensure a safe, clean, and enjoyable experience for all guests. All pet owners must adhere to the following guidelines during their stay.

### 2. Permitted Pets

- **Allowed Species:** Dogs and cats are welcome. Other pets may be considered on a case-by-case basis with prior approval from park management.
- **Manager-Approved Exemptions:** Exemptions may be granted for specific circumstances (e.g. a pet that is housed in a secure carry cage). All exemption requests must be approved in advance by a manager.

### 3. Owner Responsibilities

- **Legal Liability:** The pet owner is legally responsible for any damage, injury, or disturbances caused by their pet(s).
- **Identification:** Pets must wear a collar with a visible ID tag at all times on the premises.
- **Health Requirements:** Pets should be in good health and current with any necessary vaccinations.

### 4. Supervision and Control

- **Leashing:** Pets must be kept on a secure lead at all times in communal areas.
- **Supervision:** Pets must never be left unsupervised in the cabin or elsewhere on the park grounds.

### 5. Restricted Areas

For the safety and comfort of all guests, pets are not allowed in the following areas:

- Amenities block
  - Laundry facilities
  - Games room
  - Camp kitchen
- Additional areas may be designated as “pet-free” at management’s discretion.

### 6. Cleanliness and Courtesy

- **Waste Disposal:** Owners must clean up after their pets immediately. Waste disposal bags and bins are provided throughout the park.
- **Cabin Use:** Pets are not allowed on cabin bedding or furniture.



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- **Excess Cleaning Fee** will be charged for and dog hair or damage to cabins.
- **Noise and Behaviour:** Owners must ensure that their pet(s) do not disturb other guests (e.g., through excessive barking or aggressive behaviour).

## **7. Pet-Friendly Cabins & Associated Charges**

- **Designated Cabins:** Only cabins designated as “pet-friendly” may accommodate pets.
- A **\$30 cleaning fee** applies to all pet bookings in accommodation.
- **Supplied Items:** Food and water bowls are provided in these cabins. Please use only the designated bowls.
- **Additional Fees:** Extra cleaning or repair fees may apply for pet-related damage (e.g., excessive hair, stains).

## **8. Bond**

- A **bond of \$200** will be required at check-in to cover any additional cleaning or repairs. This bond will be refunded in full at the end of your stay provided no extra charges have been incurred.

## **9. Non-Compliance**

Failure to adhere to this policy may result in:

- Additional charges for cleaning or repairs,
- The removal of your pet(s) from the premises,
- In severe or repeated cases, termination of your booking without refund.

## **10. Questions and Amendments**

For any questions or further clarification regarding this policy, please contact park management. This policy is subject to periodic review and updates as necessary.

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