



Hole in the Wall “Dogs on Holiday” Policy

(This does not apply to guests travelling with registered Service or Working Dogs.)

At Hole in the Wall, we love welcoming your furry companions! As one of the few resorts in South Africa that allows dogs to join in the holiday fun, we've put a few simple guidelines in place to ensure a smooth and enjoyable stay for both two-legged and four-legged guests.

Bringing Your Dog? Let Us Know!

Please inform us in advance if your pup will be joining you.

Check-In & Registration

On arrival, simply present your dog's up-to-date vaccination certificate (within the last 12 months) at reception. Your pup will receive a special collar marker for their stay.

Who Can Stay?

- A maximum of **2 dogs per chalet**.
- Each dog must weigh **under 30kg**.
- Please remember to bring along your own dog beds, food and water bowls.
- We also ask that dogs visiting The Resort are **house-trained** and comfortable being in a holiday environment where they may encounter other people and dogs.

Where Your Pup Can Join You

To ensure the comfort of all our guests, dogs are not allowed in the main building and restaurant, except for the:

- Shipwreck Bar
- Restaurant deck (only)

Thank you for helping us make The Resort comfortable and enjoyable for everyone.

Good Holiday Behaviour

- We understand that even the best-behaved dogs can sometimes get a little overexcited in a new environment.
- If your dog becomes aggressive, threatening or difficult to control, we may need to ask you to remove them from a particular area or, in more serious circumstances, from The Resort.
- Owners are responsible for ensuring their dogs do not cause injury, damage, or unreasonable distress to other guests, staff, or animals.

Leads, Manners & Making Friends

There will be plenty of opportunities for your pup to explore The Resort and make some new friends along the way. We simply ask that:

- Dogs are **always kept on a lead no longer than 2 meters and under control** when outside your chalet or its designated private area.
- You are mindful that some guests may not be comfortable around dogs.
- Before allowing your dog to approach another dog or guest, please make sure the interaction is welcome.
- If your dog is nervous, reactive or uncomfortable around people or other animals, please give them the space they need and keep them under close control.
- You know your dog best, so please help them enjoy their holiday in a way that is comfortable and safe for everyone.

A Little Barking Is Okay

Dogs bark — we know! The occasional excited bark is part of travelling with our four-legged friends. We simply ask that dogs do not cause **persistent or unreasonable noise that disturbs other guests**.

If your dog becomes particularly vocal while you are away from your chalet, we may call you and ask you to pop back and settle them. If the disturbance continues despite reasonable requests from our team, we may unfortunately need to ask you to make alternative arrangements for your dog.

Leaving Your Dog in Your Chalet

We understand that there may be times when your pup cannot join you. You may leave dogs in your chalet for **reasonable periods**, provided they are comfortable, safely contained, and do not cause a disturbance.

For their own safety, please don't leave dogs unattended on balconies, patios, in gardens or in communal areas. If your dog becomes distressed or persistently barks while you are away, our team may contact you and ask you to return to your chalet.

Keeping Your Pup Safe & Secure

Every dog is different. Some are perfectly happy behind a small fence, while others are talented little escape artists! For this reason, owners are responsible for ensuring their dogs are **properly supervised and safely contained throughout their stay**.

Some chalets and areas around The Resort may have walls, fences, gates or other boundaries. While these provide separation and privacy, **they are not guaranteed to be dog-proof or suitable for containing every dog**.

Please consider your dog's individual size, temperament, and abilities when deciding whether it is safe to leave them in a particular enclosed area. If your dog is known to jump, climb, dig, squeeze through gaps, or find other creative ways to escape, please take the necessary precautions and don't leave them unattended in an area from which they could get out.

While we'll always do what we reasonably can to help, **the Resort cannot accept responsibility if a dog escapes by jumping over, climbing, digging beneath, passing through, or otherwise overcoming a fence, wall, gate, or other boundary**.

Ultimately, nobody knows your pup better than you do, so please make sure they remain safe and secure throughout their holiday.

Looking After Your Four-Legged Family Member

Your dog's **supervision, behaviour, containment and wellbeing** remain your responsibility throughout your stay.

Owners are also responsible for any injury, damage, loss or additional cleaning costs caused by their dog to Resort property, other guests, staff or third parties.

Please keep your dog's personality, temperament and physical abilities in mind when enjoying balconies, patios, gardens, fenced areas and other parts of The Resort.

House-Keeping & Maintenance

We want our team to feel comfortable around your dog — and your dog to feel comfortable around our team. For everyone's safety, housekeeping and maintenance staff will only enter your chalet when:

- Your dog is not present; **or**
- You are present, and your dog is safely under control.

If you need special arrangements, simply chat to Reception or Housekeeping, and we'll be happy to assist.

Cleaning Up After Your Pup

Nobody likes a messy holiday! Please clean up after your dog and dispose of pet waste responsibly in the bins provided around The Resort. If you run out of waste bags, you can get more from the resort store.

We ask that all dogs staying with us are house-trained. If an accident happens, please let our team know so we can assist. If additional cleaning is required because of pet-related accidents or excessive soiling, we may deduct the reasonable cost from the refundable deposit.

Fees & Refundable Deposit

To help us continue offering our Dogs on Holiday programme, the following charges apply:

- **Dog Fee: R100 per dog, per stay**
- **Refundable Deposit: R1,000 per chalet**

Your **R1,000 deposit is fully refundable after check-out**, provided there has been no dog-related damage or need for additional cleaning. If damage occurs, or additional cleaning beyond our normal housekeeping service is required, we may deduct the reasonable cost from the deposit. If these costs exceed the deposit, the guest will be responsible for the outstanding amount.

When We May Need to Step In

Our aim will always be to resolve any problem with you first. However, to protect the enjoyment and safety of everyone at The Resort, Management may need to intervene if a dog:

- Behaves aggressively or cannot reasonably be controlled;
- Causes persistent or unreasonable disturbance;
- Creates a safety concern for guests, staff or other animals; or
- Is being kept in a way that does not follow this policy.

Where possible, we'll work with you to resolve the issue. However, in serious situations or where a problem continues, we may need to ask you to make alternative arrangements for your dog.

A Holiday for Everyone

We love welcoming dogs to The Resort and want Dogs on Holiday to remain something special for our guests. A little consideration goes a long way toward making sure everyone can enjoy their holiday — whether they arrive with two legs or four!

Thank you for helping us keep The Resort safe, comfortable and dog friendly. We hope you and your four-legged family have a fantastic stay!

Happy Holidays!